ADMINISTRATIVE PROCEDURES MANUAL

A Guide to Acquiring Seat Management Services
From the DynCorp Team

For the
Commonwealth of Virginia
Contract VA-000920-DYNC

September 15, 2000

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ADMINISTRATIVE PROCEDURES MANUAL

September 15, 2000

Preface

This *Administrative Procedures Manual (APM)* is published under Commonwealth of Virginia Contract Number VA-000920-DYNC. Its purpose is to establish the intent of the Seat Management Services contract and to set forth a detailed description of how to use this contract.

Copies of the *APM* are available to all Commonwealth of Virginia agencies, either in hard copy or in electronic format through the DynCOV web page (**www.dyncorp.com/dmr/dyncov**).

Any state agency interested in obtaining seat management services should be familiar with the contents of this manual. It describes the DynCorp Master Contract, the DynCorp team participants, and all aspects of how to use the contract.

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Seat Management Services
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CHAPTER 1 – INTRODUCTION

In this chapter, look for …

1.1   <u>General.</u>

<u>Date:</u>	September 15, 2000
<u>Contract #:</u>	**VA-000920-DYNC**
<u>Authorized Users:</u>	Commonwealth of Virginia Agencies, Localities, and Educational Institutions
<u>Contractor:</u>	DynCorp (Commonwealth of Virginia Seat Management Services) 11710 Plaza America Drive Reston, Virginia 20190
<u>Email Requests or Orders to:</u>	dyncov@dyncorp.com
<u>Fax Orders to:</u>	(703) 261-5290
<u>TIN:</u>	54-1048973
<u>Points of Contact:</u>	Fred Gantzler, COV SMS Program Manager Phone: (703) 261-4797 Fax: (703) 261-5075 Email: fred.gantzler@dyncorp.com
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Seat Management Services

Thomas Kaupas, Business Manager
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Term:	Contract Start 9/15/2000 - Contract End 9/14/2003 plus 4 Option Years
Contract Discount From Price List:	Purchase order-based and cumulative quantity-based discounts are available (described in Section 6.6)
Contract Price List:	See web site (www.dyncorp.com/dmr/dyncov)
Delivery:	5 calendar days from receipt of order for forecasted materials; 20 calendar days for non-forecasted materials
FOB:	Commonwealth of Virginia — inside agency premises
Payment:	Net 30 days from Acceptance

1.2   How to Use This Administrative Procedures Manual (APM). This manual provides information for Commonwealth of Virginia agencies/educational units on how to acquire computers and computer support services available from the Commonwealth of Virginia Seat Management Services contract. We recommend agencies familiarize themselves with the basic manual and the appendixes before ordering services. For assistance, visit the DynCorp team web site at www.dyncorp.com/dmr/dyncov or contact one of the people listed above.

This APM is divided into sections explaining the major procedures involved in ordering, receiving, accepting, and using the services available. The appendixes provide more detailed information about what maintenance service levels, pricing, services available, and other important aspects of the contract. The sections are in a logical sequence for agencies/educational units to use to obtain services. They are:

Chapter 2**. Agency Procedures for Ordering Document Processing.** This chapter explains how to identify the computers and services your agency needs, get a quote for those computers and services from DynCorp, and award an ordering document under this contract.

Chapter 3**. Transition to Seat Management Services.** Once the DynCorp team receives an ordering document, we work extensively with the agency/educational unit to coordinate the transition to seat management services and to help the agency prepare the users affected by the transition. This chapter identifies the general method by which this transition will occur.

Chapter 4**. Agency Inspection and Acceptance Procedures.** This chapter explains the procedure for inspecting and accepting the computers that the DynCorp team provides.

Chapter 5**. Getting Help for Maintenance and Services.** In this chapter, the DynCorp team explains how to obtain help for hardware or software maintenance.

Chapter 6**. Invoices.** This chapter identifies how DynCorp will invoice for the computers and services and what documentation we will provide as backup to the monthly invoices.

Chapter 7**. Electronic Ordering.** Once the initial ordering document is awarded to DynCorp, we make available a sophisticated electronic ordering system for agencies/educational units to use in

acquiring additional components and services (e.g., training). This chapter tells agencies how to access our web-based ordering system and order additional components and services.

In addition to the chapters described above, the APM contains additional material important to the proper functioning of a seat management services contract. These are:

Chapter 8**. Termination/Residual Value.** This chapter explains the price of buying the computers being provided as a service to the agency/educational unit, in the event of certain circumstances only.

Chapter 9**. Proposed Pricing for Certain Items.** This chapter contains pricing information for three service areas: (1) transferring data to the new DynCorp team computer from the existing agency computers, (2) price reductions for not performing the data transfer service, and (3) pricing information for support/non-support of non-standard agency software.

When using this APM, it will be advantageous to obtain details about the service levels, not to exceed prices, services offered, and other elements of the DynCorp team's offering under this contract. We have furnished this information in the appendixes to this APM. The appendixes are:

Appendix A. Maintenance Service Levels. This appendix provides the timeframes within which the DynCorp team will acknowledge and complete repairs, based on one of 4 service levels ordered by the agency/educational unit.

Appendix B. Pricing. This appendix details the not to exceed pricing for each computer, option/upgrade, and service available under this contract. The price quoted to agencies will be equal to or less than the not to exceed prices shown in this appendix.

Appendix C. Services Available. This appendix describes the range of services available under this contract in the areas of Planning, Acquisition, Installation, Training, Support, Management, Disposal, and Integrated Solution Services. These services have discrete service elements that allow agencies/educational units a high degree of flexibility in designing a seat management solution to meet the particular needs of that organization.

Appendix D. Roles and Responsibilities. In this appendix, we outline the roles and responsibilities of each stakeholder in the seat management services contract, including contracting agency, DIT, agencies, and the DynCorp team.

Appendix E. Product Demonstrations. To fully appreciate the computers and services available under this contract, the DynCorp team has developed a strategy and accompanying infrastructure to allow potential agency/educational units to receive a hand-on demonstration of the DynCorp team's offering. This appendix spells out how agencies/educational units and Commonwealth end-users can obtain the demonstrations.

Appendix F. Reporting and Deliverables. To properly manage this contract, DIT and agency/educational unit IT/MIS personnel need access to contract/ordering document status. This appendix specifies the reports and meetings that the DynCorp team will provide and participate in to communicate contract/ordering document status to Commonwealth IT managers.

1.3   The DynCorp Team. The DynCorp team is headed by DynCorp, the prime contractor and $1.7 billion technical services firm headquartered in Reston, VA. We are supported by subcontractor organizations providing core services, educational and Integrated Solution Services, and training functions. The core services providers, composed of companies responsible for Basic Seat and Enhanced Seat Services delivery, include DynCorp, GTSI (in

partnership with Gateway), GTE, and CACI. Educational and Integrated Solution Services providers include Xybernaut; LYCEUM Network Integration and Professional Services, LLC; and Information Management Consultants (IMC). Training providers consist of Future Enterprises, Inc. (FEI); America's Computer Training Source (ACTS); J. Sargeant Reynolds Community College (JSRCC); and Southwest Virginia Higher Education Center (SVHEC). The DynCorp team is affiliated with 23 statewide community colleges and has access to training facilities in Gateway's 10 Virginia Country Stores, which provide additional classrooms for stand-up or video teleconferenced training at locations throughout the Commonwealth.

1.4   The DynCorp Team Organization. Holli Ploog, President of DynCorp's State and Local Government business unit, has upper-level management responsibility for the entire COV SMS effort. She reports directly to DynCorp President Paul Lombardi. Ms. Ploog receives support for this contract from the Oversight Committee, which she chairs, and from focus teams, which concentrate on particular agency or educational institution requirements.

Day-to-day program activity is managed by Program Manager Fred Gantzler. He coordinates the entire program, interfaces directly with the designated points of contact from each of the DynCorp team members, and oversees quality initiatives undertaken by the program quality management organization. The Operations Manager oversees all ordering documents issued under this contract and assigns responsibility for their performance to individual ordering document managers. Also providing product and services delivery and support for the program are dedicated groups as follows:

- Customer Service Center - providing help desk and network operations center support
- Technology Services - providing technology support and infrastructure management as well as IT planning and technology refreshment
- Business Management - providing all financial support, management, and tracking as well as responsibility for the *Administrative Procedures Manual*
- Publications and Reports - providing web page support, catalog management and updates, and agency and Department of Information Technology (DIT) reports

1.5   Precedence of Master Contract and Ordering Documents. In the event of a discrepancy between the COV SMS Master Contract and individual ordering documents, the Master Contract takes precedence.

CHAPTER 2 - AGENCY PROCEDURES FOR ORDERING DOCUMENT PROCESSING

In this chapter, look for …

2.1   Request for Quotation Submission

2.2   Proposal Submission

2.3   Ordering Document Issuance

2.4   Ordering Document Modifications

2.1   Request for Quotation Submission. Requests for services begins with submission of a Request for Quotation (RFQ) describing the agency's/educational unit's requirements or desired contractor menu selections. The RFQ may include the following: the work to be performed, location of work, period of performance, deliverable schedule, applicable standards, acceptance criteria, and any special requirements.

To create an RFQ to obtain a quote from the DynCorp team, agencies should complete the Request for Quote on the following page using information from the appendixes as needed. This RFQ should be emailed to dyncov@dyncorp.com or faxed to (703) 261-5290, Attention: Ed Wachter or (703) 261-4980, Attention: Thomas Kaupas.

The Request for Quotation form is divided into 4 tables. Each table represents a set of services offered by the DynCorp team. Each table has a set of instructions following the table that explains the input required in order to obtain a valid quotation. The last several rows in each table are for DynCorp use only. The tables are as follows:

- Table 1: Basic Services. This table allows you to order computers and options/upgrades to computers. The prices for Basic Services are on a per-seat, per-month basis.
- Table 2: Enhanced Services. This table allows you to enhance the seat management services ordered in Table 1 with planning, installation, management, training, disposal, and other services. You must have ordered computers on Table 1 to be able to order Enhanced Services with Table 2. The prices for Enhanced Services are on a per-seat, per-month basis.
- Table 3: Value Added Services. This table allows you to obtain services, which cannot be priced on a per-seat, per-month basis (e.g., classroom training). You have to order services using Tables 1 and 2 to order services with Table 3. The prices for Value Added Services are on a time and materials (T&M) basis, but you may request a firm-fixed price (FFP) estimate.
- Table 4: Integrated Solutions Services. This table enables you to obtain a range of integrated solutions life cycle support services on a T&M or FFP basis. You have to order services using Tables 1, 2, or 3 to order services with Table 4.

Depending on the nature of the work, you may request a T&M or a FFP estimate. A listing of the not-to-exceed ceiling T&M prices under the DynCorp contract is listed in Appendix C, Section C.13. A firm-fixed price order should include any travel costs or other incidental costs related to performance of the services ordered. T&M orders must establish a ceiling price.

Commonwealth of Virginia

<u>Seat Management Services</u>

Request for Quote

DynCorp

Commonwealth of Virginia Contract #XXXX

General Information:

Provide general information about this order:

Agency Name	
RFQ Number/Designator	
Quotation Due Date	
Order Point of Contact	**Name:** **Phone:** **Fax:** **Email:**
Technical Point of Contact	**Name:** **Phone:** **Fax:** **Email:**
Mailing Address:	
Facility Access Requirements (badge, key card, etc.)	
Security Point of Contact	**Name:** **Phone:** **Fax:** **Email:**

Locations for Order Delivery	Location 1:
	   Address:
	   POC:
	   Phone:
	Location 2:
	   Address:
	   POC:
	   Phone:
	Location 3:
	   Address:
	   POC:
	   Phone:
	etc.

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Table 1. Please fill in the blanks per the instructions below the table.

	A	B	C	D	E	F	G	H	I	J	K	L
		Service Level				Technology Refreshment			Remarks	DynCorp Team Use Only		
1	Acquisition	SL1	SL2	SL3	SL4	1 Year	2 Year	3 Year		Unit Price	Per Mo.	Annual
2	**Basic Services**											
3	**Computers**											
4	**DG**											
5	Upgrade to 30GB Smart II Ultra ATA HDD											
6	Add Internal data/fax 56K v.90 modem											
7	Upgrade to 192, 256 or 384MB SDRAM											
8	Downgrade to 15″, 17″ , 19″, or 21″ SVGA monitor											
9	**DW**											
10	Upgrade to 30GB Ultra II ATA HDD											
11	Upgrade to DVD-CD-RW or CD-RW											
12	Add internal data/fax 56K v.90 modem											
13	Upgrade to 512MB ECC SDRAM											
14	Downgrade to 15", 17″, 19″, or 21″ SVGA monitor											
15	**PG**											
16	3COM PCMCIA 10/100 Ethernet w/8 foot patchcord											
17	IBM PCMCIA 10/100 Token Ring Card w/10 foot patchcord											
18	18GB Removable Hard Disk Drive											
19	Upgrade to 160, 224 or 288MB SDRAM											
20	Port replicator and mini-docking station											
21	**PW**											
22	3COM PCMCIA 10/100 Ethernet Card w/8 foot patchcord											
23	IBM PCMCIA 10/100 Token Ring Card w/10 foot patchcord											
24	18GB Removable Hard Disk Drive											
25	Upgrade to 192, 224, 288MB SDRAM											
26	Port replicator and docking station upgrade											
27	**Servers**											
28	35GB/70GB DLT Tape Drive											
29	Upgrade IBM PCI Token Ring NIC w/10 foot patchcord											
30	Internal data/fax 56K v.90 modem											
31	Upgrade to 768 or 1024MB RAM											
32	Tower to rack conversion Kit, 7U											
33	**Special Instructions:**											

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Table 1 Instructions. For assistance, please call one of the points of contact listed in Section 1.1.

Item No.	Instructions
1	Lists the Service Levels (SL) and the Technology Refreshment periods from which to choose. For each computer selected, you must select a Service Level and a Technology Refreshment period. The Service Levels are defined in Appendix A. The Technology Refreshment periods indicate how soon the computers ordered will be refreshed with new technology. The sooner the technology refreshment, the higher the per-month price. See Appendix B for the not to exceed prices for each refreshment period.
2	No entry required in this row. Basic Services are the specific mandatory services that each computer user receives when a computer is ordered. See Appendix C.4 and C.5 through C.10 for descriptions of these Basic Services
3	No entry required in this row. The subsequent rows contain the computers available under this contract
4	DG is a "Desktop General Business User." See Appendix C.2.1 for the details of the configuration of this computer. Fill in the number of DG computers required for each Service Level in Columns **B**, **C**, **D**, and/or **E**. See Appendix A. Also fill in the number of computers to have various Technology Refreshment periods in Columns **F**, **G**, and/or **H**. The total number of computers in the Service Level columns must equal the total numbers entered in the Technology Refreshment columns.
5-8	Fill in the number of options/upgrades required in Columns **B**, **C**, **D**, and/or **E**. Except for Row **7**, the number of options/upgrades selected must equal the number of computers selected in each column. For example, if 30 computers were ordered with SL1 (Column **B**), then the number of upgrades/options ordered for that computer must be indicated in Column **B**. For RAM increments (Row **7**), select number of 128MB increment up to a maximum of 3, not including the installed 128MB RAM. Where you have a choice (e.g., 19″ or 21″ monitor), indicate choice Column **I**, **Remarks**.
9	DW is a "Desktop Engineering and Scientific User." See Appendix C.2.2 for the details of the configuration of this computer. Fill in the number of DG computers required for each Service Level in Columns **B**, **C**, **D**, and/or **E**. See Appendix A. Also fill in the number of computers to have various Technology Refreshment periods in Columns **F**, **G**, and/or **H**. The total number of computers in the Service Level columns must equal the total numbers entered in the Technology Refreshment columns.
10-14	Fill in the number of options/upgrades required in Columns **B**, **C**, **D**, and/or **E**. Except for Row **13**, the number of options/upgrades selected must equal the number of computers selected in each column. For example, if 30 computers were ordered with SL1 (Column **B**), then the number of upgrades/options ordered for that computer must be indicated in Column **B**. For RAM increments (Row **13**), select number of 128MB increment up to a maximum of 3, not including the installed 128MB RAM. Where you have a choice (e.g., 19″ or 21″ monitor), indicate choice Column **I**, **Remarks**.
15	PG is a "Portable General Business User." See Appendix C.2.3 for the details of the configuration of this computer. Fill in the number of DG computers required for each Service Level in Columns **B**, **C**, **D**, and/or **E**. See Appendix A. Also fill in the number of computers to have various Technology Refreshment periods in Columns **F**, **G**, and/or **H**. The total number of computers in the Service Level columns must equal the total numbers entered in the Technology Refreshment columns. Where you have a choice (e.g., internal or PCMCIA card modem), indicate choice Column **I**, **Remarks**.
16-20	Fill in the number of options/upgrades required in Columns **B**, **C**, **D**, and/or **E**. Except for Row **19**, the number of options/upgrades selected must equal the number of computers selected in each column. For example, if 30 computers were ordered with SL1 (Column **B**), then the number of upgrades/options ordered for that computer must be indicated in Column **B**. For RAM increments (Row **19**), enter the number of increments required. Indicate 32, 96, or 256MB per computer in Column **I**, **Remarks** (e.g., 9-32, 20-96,1-256).
21	PW is a "Portable Engineering and Scientific User." See Appendix C.2.4 for the details of the configuration of this computer. Fill in the number of DG computers required for each Service Level in Columns **B**, **C**, **D**, and/or **E**. See Appendix A. Also fill in the number of computers to have various Technology Refreshment periods in Columns **F**, **G**, and/or **H**. The total number of computers in the Service Level columns must equal the total numbers entered in the Technology Refreshment columns.
22-26	Fill in the number of options/upgrades required in Columns **B**, **C**, **D**, and/or **E**. Except for Row **25**, the number of options/upgrades selected must equal the number of computers selected in each column. For example, if 30 computers were ordered with SL1 (Column **B**), then the number of upgrades/options ordered for that computer must be indicated in Column **B**. For RAM increments (Row **25**), enter the number of increments required. Indicate 64, 96, or 256MB per computer in Column **I**, **Remarks** (e.g., 9-64, 20-96,1-256).
27	Servers: See Appendix C.2.5 for details of the configuration of this computer. Fill in the number of Server computers required for each Service Level in Columns **B**, **C**, **D**, and/or **E**. See Appendix A. Also fill in the number of computers to have various Technology Refreshment periods in Columns **F**, **G**, and/or **H**. The total number of computers in the Service Level columns must equal the total numbers entered in the Technology Refreshment columns.
28-32	Fill in the number of options/upgrades required in Columns **B**, **C**, **D**, and/or **E**. Except for Row **31**, the number of options/upgrades selected must equal the number of computers selected in each column. For example, if 6 servers were ordered with SL1 (Column **B**), then the number of upgrades/options ordered for that computer must be indicated in Column **B**. For RAM increments (Row **31**), enter the number of increments required. Indicate 256 or 256MB per computer in Column **I**, **Remarks** (e.g., 5-256,1-512).
33	Enter any special instructions pertaining to this order. Special instructions as a minimum <u>will</u> include the Agency Forecast for delivery and installation of the ordered computers.

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Table 2. Please fill in the blanks per the instructions below the table.

	A	C	D	E	F	G
				DynCorp Team Use Only		
		Quantity	Remarks	Unit Price	Per Mo.	Annual
34	**Enhanced Services**					
35	Implementation Planning for Transition to SMS					
36	Configuration Management Planning					
37	Backup and Transfer of Existing Data Planning					
38	Participating Seat Inventory Planning					
39	Asset Inventory Planning					
40	Capacity Planning					
41	Warranty Coverage Planning					
42	Gold Disc Software Integration					
43	Custom On-site Installation Services					
44	DynCorp Team Virtual Campus					
45	Hardware Break-Fix for Agency Assets					
46	Software Bug Fix/COTS Applications					
47	End-user Help Desk					
48	Help Desk; Server Administrator and IT/MIS Support (No End-user Support)					
49	Server Management (Network Management Services)					
50	Software License Management and Inventory					
51	Microsoft Select Outsourcer					
52	Custom COV-owned Surplus Disposal Services					
53	**Special Instructions:**					

Table 2 Instructions. For assistance, please call one of the points of contact listed in Section 1.1.

Item No.	Instructions
34	No entry required for this row. Enhanced Services are per-seat, per-month seat management services that extend the Basic Services in the areas of Planning, Installation, Training, Support, Management, and Disposal. See Appendix C.4 and C.6 through C.10 for a description of what the services cover.
36-44	Fill in the number of computers that will be supported by the Enhanced Service selected. The Service Levels and Technology Refreshment of the computers generally does not need to be identified. If the total number ordered in any row is less than the total number of computers ordered in Basic Services (Table 1), then provide detail in Row **53, Special Instructions**, on which computers will be supported by the Enhanced Service.
45	Attach inventory list of assets to be supported and their locations.
46-49	Fill in the number of computers that will be supported by the Enhanced Service selected. The Service Levels and Technology Refreshment of the computers generally does not need to be identified. If the total number ordered in any row is less than the total number of computers ordered in Basic Services (Table 1), then provide detail in Row **53, Special Instructions**, on which computers will be supported by the Enhanced Service.
50	Attach inventory list of agency software assets to be supported. Please note that this Enhanced Service is only available when the DynCorp team is providing Server Management services (Row **49**) with a network link to the computers whose software is supported.
51	Please note that this Enhanced Service is only available when the DynCorp team is providing Server Management services (Row **49**) with a network link to the computers whose software is supported. Fill in the number of computers that will be supported by this Enhanced Service. The Service Levels and Technology Refreshment of the computers generally does not need to be identified. If the total number ordered in any row is less than the total number of computers ordered in Basic Services (Table 1), then provide detail in Row **53, Special Instructions**, on which computers will be supported by the Enhanced Service.
52	Provide requirement for custom surplus disposal, including list of agency assets to be disposed, their location, and the disposal point(s).
53	Provide Special Instructions for Table 2.

Commonwealth of Virginia

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Table 3. Please fill in the blanks per the instructions below the table.

	A	B	C	D	E	F
					DynCorp Team Use Only	
		Labor Category	Hours	Remarks	Labor Rate	Total Price
54	**Value-Added Services**					
55	Transition Planning (Site Surveys and Due Diligence)					
56	Transition and Implementation Planning Seminar					
57	Network Capacity Planning					
58	Network Interface Planning					
59	IT Security/Information Assurance Planning					
60	Contingency Planning					
61	Disaster Recovery Planning					
62	Custom Software Integration					
63	End-user Classroom Training					
64	IT Technical Staff Training					
65	Customized Training					
66	Customized Training Material for SMS Specific Applications					
67	Classroom Instructors for COV Training Facilities					
68	Incidental SMS Products and Services					
69	Deskside Support Services					
70	Staff Augmentation					
71	**Special Instructions:**					

Table 3 Instructions. For assistance, please call one of the points of contact listed in Section 1.1.

Item No.	Instructions
54	No entry required for this row. Value Added Services are T&M seat management services that extend the Seat Management Services in the areas of Planning, Installation, Training, Support, Management, and Disposal. See Appendix C.4 and C.6 through C.10 for a description of what the services cover.
55-70	The DynCorp team supports two methods of providing an agency with a response to a Request for Quotation: 1. Fill in the labor category (or multiple categories) required in Column **B**. Descriptions of the labor categories offered are in Appendix C, Section C.12. Appendix C, Section C.13 provides the not to exceed rates under this contract for the labor categories. Fill in the number of hours per labor category being ordered in Column **C**. Identify any special requirements in Column **D**. The quote from DynCorp will calculate the DynCorp team′s bid rate times the hours required for the labor categories required. 2. Attach a statement of work (SOW) to the RFQ. DynCorp team support staff will work with the agency to answer any questions about the SOW and then will provide a quote showing the proposed labor categories, numbers of hours per labor categories, proposed rate per labor category, and the total amount per labor category.
71	Provide Special Instructions for Table 3.

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Table 4. Please fill in the blanks per the instructions below the table.

	A	B	C	D	E	F	G
						DynCorp Team Use Only	
		Labor Category	Unit	Hours	Remarks	Labor Rate	Total Price
72	**Integrated Solution Services**						
73	Strategic Planning						
74	Systems Integration Services						
75	Business Process Reengineering						
76	Requirements Analysis						
77	CIO Program Support						
78	Systems Analysis and Design						
79	Database Planning and Design/Data Warehousing						
80	Systems Reengineering and Legacy System Migration						
81	Information Technology Security (ITS)/Information Assurance						
82	IT Systems Development Services						
83	Programming Services						
84	System Installation and Maintenance						
85	Intelligent Document Management (IDM)						
86	Telecommunications/Network Implementation and Management						
87	Information Retrieval Services (Imaging)						
89	Field Reporting						
91	**Special Instructions:**						

Table 4 Instructions. For assistance, please call one of the points of contact listed in Section 1.1.

Item No.	Instructions
72	No entry required for this row. Integrated Solution Services are T&M seat management services that provide a range of integrated services life cycle support. See Appendix C, Section C.11 for a description of what the services cover.
73-90	The DynCorp team supports two methods of providing an agency with a response to a Request for Quotation: 1. Fill in the labor category (or multiple categories) required in Column **B**. Descriptions of the labor categories offered are in Appendix C, Section C.12. Appendix C, Section C.13 provides the not to exceed rates under this contract for the labor categories. Fill in the number of hours per labor category being ordered in Column **C**. Identify any special requirements in Column **D**. The quote from DynCorp will calculate the DynCorp team′s bid rate times the hours required for the labor categories required. 2. Attach a statement of work (SOW) to the RFQ. DynCorp team support staff will work with the agency to answer any questions about the SOW and then will provide a quote showing the proposed labor categories, numbers of hours per labor categories, proposed rate per labor category, and the total amount per labor category.
91	Provide Special Instructions for Table 4.

2.2 **Proposal Submission.** The requesting agency may select the contractor, provided the contractor's proposal conforms to the agency's RFQ and to the Terms and Conditions of the Master Contract, and is priced at or below the established FFP Master Contract pricing. Agencies may not acquire, and the contractor may not propose, services not included in the Master Contract.

The DynCorp team will provide our response to a Request for Quotation to the agency/educational unit point of contact identified in the General Information section of the RFQ by the due date specified. The DynCorp team will provide support to answer questions regarding our quotation at times convenient to the agency/educational unit.

2.3 **Order Issuance.** The agency issues the ordering document (delivery order, official letter, purchase order, task order, work authorization, etc.) referencing the contractor's Master Contract and incorporating the contractor's proposal. **Agencies will not be allowed to order any seat management services without committing to obtaining desktop, portable, or server PC configurations.** Following ordering document issuance, the subscribing user agency should provide the contractor with a rolling forecast, updated on at least a 30-day basis.

When DynCorp is selected for performance of the ordering document, agency/educational unit POC should inform a DynCorp POC (see Section 1.1) vial telephone, mail, or email. The DynCorp team will immediately schedule a kick-off meeting with the agency/educational unit in order to finalize the details of the services to be provided, initiate an agency-DynCorp partnership, and verify the agency's/educational unit's implementation schedule. At the Kick Off meeting, the DynCorp team will present a draft Transition Plan that provides dates and milestones specific to the agency/educational unit issuing the DO.

2.4 **Order Modifications.** Ordering document modifications for additional services or resources may be initiated either by the agency or as a result of a DynCorp team recommendation. Modifications can occur as a result of an independent proposal or in response to a formal request for ordering document modification and a subsequent proposal. All requests will be submitted to the agency contracting office, negotiated, and incorporated (upon acceptance) into the existing ordering document.

Agency initiated ordering document modifications should be mailed or emailed to one of the DynCorp POCs identified in Section 1.1. The DynCorp team will submit a quotation for modifications requiring revised pricing or schedules to the POC identified in the modification request.

CHAPTER 3 - TRANSITION TO SEAT MANAGEMENT SERVICES

In this chapter, look for …

3.1   Transition Schedule and Milestones

3.2   Planning

3.3   Assumption of Warranties

Recognizing that each transition has unique aspects, the DynCorp team approach to agency transition is to establish initially the program resources needed to implement SMS ordering documents. Then we will approach each ordering document as a new transition, requiring high levels of coordination with the agency, a specific transition plan for that unique transition, and coordination among the DynCorp team to prepare to deliver the SMS the agency orders. The transition plans may be short or long and detailed, depending on the services ordered. But in every case, they will be carefully thought out, documented, and coordinated with the agency.

This section outlines the activities required to effectively implement seat management services within a COV agency after the agency issues a ordering document against the Master Contract. Our transition approach, honed by more than 100 similar transitions in the last 3 years, will allow agencies to receive a low-risk transition that emphasizes continual communication with the agency and its user population, flexibility, and detailed planning.

For illustration purposes, we will discuss the transition to SMS of a COV agency that orders 300 desktop seats and 10 server seats from the contract. We assume that the agency orders services beyond the basic acquisition services, such as implementation planning, server management, and IT/MIS help desk support.

Prior to issuance of the ordering document, we assume that our Focus Team organization has discussed the agency's needs with the agency IT/MIS point of contact (POC) and user organizations, coordinated the configurations the agency required, and established a basic understanding of the agency's cultural environment. Further, we assume that the agency specified in its ordering document the "delivery to" locations for each seat ordered.

3.1   Transition Schedule and Milestones

Before an agency/educational unit awards an ordering document, the DynCorp team will already have in place processes and procedures for ordering, receiving, testing, delivering, installing, and verifying connectivity of the desktops and servers. In this agency transition, we will increase our organization's capabilities to be able to fully meet the requirements of the agency ordering document. Our plan will call for us to transition the agency within 90 days from receipt of the ordering document. **Figure 6-1** shows this typical agency transition plan. Overall, this sample transition plan has more than 150 activities that delineate in detail the proposed actions to transition the agency to seat management services. For the purposes of this illustration, we have assumed the agency has ordered the Basic and Enhanced Seat Services noted on the graphic.

3.2   Coordination with Ordering Agencies

An essential part of our plan to transition an agency to SMS is intense coordination with the agency and its users. We propose a weekly meeting during transition with the agency IT/MIS POC to review the progress of the transition, problem areas, accomplishments, and upcoming activities.

Especially important is coordinating with the end-users to keep them informed of the tasks, progress, and schedule of the transition. This aspect of transition is so important that we will prepare and submit to the agency a change management plan that outlines the steps we propose to take to keep the end-users "in the loop" during the transition. Our change management plan, implemented jointly by the ordering document Manager and the Focus Team, will feature the following:

- Work to communicate with agency organizations to ensure management buy-in, support, and cooperation as a means to ensure success of the seat management effort
- Send messages to each user notifying them of the ordering document award to the DynCorp team, and discussing the benefits of that award to the end users; this will start the cooperative effort process
- Ask the agency IT/MIS POCs to meet with as many of the end-users as possible before installing the new desktops and portables to explain the schedule and process for deployment to the users' offices as well as the user training we will provide, based on the ordering document
- Our focus team will maintain a continual communications program during transition, including a town hall meeting and participation in user organization staff meetings at the agency headquarters, and disseminate the status of transition over the agency intranet and electronic mail (if available)
- Provide orientation training for end-users during implementation

3.3   Assuming Responsibility for Warranties

The DynCorp team will assume responsibility for warranties during the agency transition. During that transition, we will review the agency warranties and coordinate with the OEM and vendors currently providing the warranty maintenance. After this coordination, we will populate our asset database with the information required to provide warranty services.

If any warranties identified by the agency are not assumable under the terms and conditions of the procurement of the COV-owned assets, we will inform the agency of that issue. In this circumstance, agencies may order DynCorp team services to coordinate warranty repairs with warranty providers as a part of our overall SMS for the agency.

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T A S K N A M E	ST	FN	Month 1	Month 2	Month 3
Delivery Order Award	1/2/01	1/2/01	◆ 1/2		
DynCorp Team/Agency Kickoff Meeting	1/4/01	1/4/01			
Weekly Transition Meeting with Agency Lead IT/MIS POC	1/12/01	3/9/01	◆ ◆ ◆	◆ ◆ ◆	◆ ◆
Agency Furnishes Rolling Forecast	1/4/01	1/4/01	◆ 1/4		
Transition Contract Administration	1/5/01	1/15/01	▬		
Identify Agency Points of Contact (POCs)	1/5/01	1/8/01	▪		
Transition and Planning	1/5/01	3/13/01	▬▬▬▬	▬▬▬▬	▬
Discuss and Verify Delivery Schedules	1/5/01	1/5/01			
Identify User Locations and Profiles for ISMS	1/9/01	1/9/01			
Discuss and Identify Agency Training Requirements	1/9/01	1/9/01			
Review DynCOV Extranet and Help Desk Procedures with IT/MIS POCs	1/9/01	1/9/01			
Provide DynCOV Extranet Web Site Access to Agency POCs	1/9/01	1/15/01	▪		
Change Management Implementation	1/8/01	3/13/01	▬▬▬▬	▬▬▬▬	▬
ID Agency Equipment to be Replaced	1/8/01	1/11/01	▪		
ID Existing Agency Inventory Data Formats, Processes & Procedures	1/8/01	1/8/01			
ID Coordination Required for Printer and Print Driver Installation	1/8/01	1/17/01	▪		
Verify Interface ID and LAN/WAN Administrators' Availability	1/8/01	1/17/01	▪		
Review Agency IT Config. Mgmt. Policies & Procedures	1/8/01	1/17/01	▪		
Assist Agency in Identifying "Gold" Disc Requirements	1/9/01	1/18/01	▪		
Agency Ships "Gold" Discs to Integration Center	1/19/01	1/19/01			
Analyze Replaced Asset Configurations	1/12/01	1/18/01	▪		
Prepare and Submit Transition Planning Reports	1/5/01	1/25/01	▬		
Coordinate On-Site Installation Date with Lead IT/MIS POC	1/8/01	1/10/01			
Obtain Agency Site Readiness Certification	1/11/01	1/11/01			
Acquisition and Staging	1/5/01	2/6/01	▬▬		
Complete Acquisition and Staging Process	2/6/01	2/6/01		◆ 2/6	
Shipping	2/7/01	2/9/01		▪	
Pack and Ship Order Items	2/7/01	2/8/01			
Update ISMS with Ship Dates	2/9/01	2/9/01			
IT/MIS Help Desk Implementation	1/3/01	2/14/01	▬▬▬		
Network Operations Center Implementation	1/5/01	3/1/01	▬▬▬▬	▬	
Installation	2/9/01	3/23/01		▬▬	▬
Agency Receives Assets and Places at User Locations	2/9/01	2/12/01		▪	
Unbox Assets	2/13/01	2/14/01		▪	
Verify Inventory Against DO	2/14/01	2/15/01		▪	
Connect Components	2/15/01	3/21/01		▬▬	▬
Install Agency-Provided Printer Driver	2/15/01	3/21/01		▬▬	▬
Install and Test Printer Drivers and Network Connections	2/15/01	3/22/01		▬▬	▬
Transfer User Data to New Desktop	2/15/01	3/23/01		▬▬	▬
Perform System Testing	2/15/01	3/23/01		▬▬	▬
Disposal of COV Assets	2/14/01	3/13/01		▬▬	
Update ISMS Asset Database to reflect Disposal Status	2/15/01	2/23/01		▪	
Provide User and Administrator Orientations	2/14/01	3/13/01		▬▬	
Provide Information Brochures	2/15/01	3/23/01		▬▬	▬
Complete Installation Checklists	2/15/01	3/23/01		▬▬	▬
Acceptance Testing	2/15/01	3/27/01			▬▬
Verify Agency Satisfaction with Transition	3/28/01	3/28/01			▪
Agency Transition Complete	3/28/01	3/28/01			3/28◆

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Figure 3-1. Typical Agency Transition Project Plan

CHAPTER 4 - AGENCY INSPECTION AND ACCEPTANCE PROCEDURES

In this chapter, look for …

4.1   Site Availability and Delivery

4.2   Acceptance Testing Responsibilities

4.3   Incremental Acceptance of Systems

4.4   Inspection and Acceptance

4.5   Acceptance of Documentation and Deliverables

4.1   Site Availability and Delivery. The Commonwealth is responsible for having the site or location ready for services to be installed at the time of delivery as identified in the purchase order. If the site is not available at the agreed-upon date, the Commonwealth entity may be charged a fee equal to the amount of expenses incurred by the contractor for the attempted delivery.

Equipment and materials will be delivered to the Commonwealth location FOB destination at the price offered, to include shipping and handling charges. DynCorp will arrange for delivery of the services to the Commonwealth premises on the dates agreed to by both parties. The Commonwealth will not be financially obligated or responsible for any equipment, hardware, or other materials while stored on Commonwealth property, until they are installed and considered services.

The contractor's authorized representatives shall have access to appropriate Commonwealth locations during normal business hours in accordance with all security procedures for that specific location.

4.2   Acceptance Testing Responsibilities. The DynCorp team is responsible for installing and testing equipment to determine that it is operational. Equipment installation orders include any special instructions and a checklist of all required actions. On the checklist, the technician notes the completion of the installation, which the COV IT/MIS representative signs and indicates a date/time. The acceptance test is the contiguous 6 business days or 48 business hours from the date/time of installation and inspection.

During the acceptance test period, the Commonwealth may not introduce, load, or install any additional hardware, software, or applications without the written consent of DynCorp. If the Commonwealth does introduce, load, or install any additional hardware, software, or applications without the consent of DynCorp and the desktop, portable, or server fails to meet the 95 percent effectiveness level, DynCorp will restore the desktop, portable, or server to the original installation state for further acceptance testing. The acceptance test period will continue without interruption and the downtime will not be counted against the required 95% effectiveness level.

To qualify for acceptance, all services identified by a specific order must concurrently perform in accordance with the technical specifications and functional descriptions, as

contained or referenced in the COV/DynCorp agreement, at an average effectiveness level of 95 percent or more, calculated over a period of the 6 business days. The agency shall not pay any charges, either beforehand or retroactively, associated with the contractor's requirement to achieve this performance level. If the services do not meet the standard of performance during the acceptance test, the acceptance period may continue on a day-to-day basis until all services comprising the order concurrently meet the 95 percent system availability level. Or the agency may not accept the contractor's services identified by the order. In the absence of any correspondence from the Commonwealth within 6 consecutive days to identify non-conformance, the contractor shall determine the services accepted by the Commonwealth. If necessary, the Commonwealth may delay the start of any individual acceptance test, but such a delay shall not exceed 5 consecutive days.

4.3   **Incremental Acceptance of Systems.** Purchase orders involving delivery of multiple seat management services over an extended time frame (e.g., 50 PC systems during a 2-week period) will be subject to an incremental acceptance period. Systems installed and inspected on a particular day will be signed off with a date/time at the close of business on that day and the acceptance period will be calculated 6 business days or 48 business hours from that date and time. The purpose of incremental acceptance is to simplify record keeping and tracking for acceptance testing.

4.4   **Inspection and Acceptance.**

   4.4.1   **Substitution.** Substitution is defined as delivery of an item that does not conform to the specifications of the order. Substitutions on purchase orders require the prior approval of the purchasing office issuing the award. Any item delivered not meeting specifications may be returned to the contractor at the contractor's expense.

   4.4.2   **Loss or Damage in Transit.** Delivery by the contractor to a common carrier does not constitute delivery to the state agency. Any claim for loss or damage incurred during delivery shall be between the contractor and the carrier. The receiving agency will note all apparent damages in transit on the freight bill and notify the contractor. Discovery of concealed damage or loss will be reported by the receiving agency to the carrier and the contractor within 7 days of receipt and prior to removal from the point of delivery, if possible. The contractor will make immediate replacement of the damaged or lost merchandise or be in default of the contract. It will be the contractor's responsibility to file a claim against the carrier. If damage is to a small quantity, with the approval of the agency, the contractor may deduct the amount of damage or loss from the invoice to the agency in lieu of replacement.

   4.4.3   **Receipt of Systems.** The agency has responsibility for preparation to receive systems. If the systems are not installed immediately, the agency must provide an authorized person to receive the shipment and provide a secure place for storage.

   4.4.4   **Inspection.** All assets are subject to inspection. Services that do not meet specifications may be rejected. Receiving personnel should perform a cursory inspection for damage. Failure to reject upon receipt, however, does not relieve the contractor of liability for latent or hidden defects subsequently revealed when goods are put to use. If latent defects are found, the contractor is responsible for replacing the defective goods.

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4.4.5 **Installation.** When the equipment provided under this contract is not self-installable, the contractor's technical personnel will be available to the COV, at the agency location, to install the equipment and orient personnel in its use and maintenance. Installation and initial operational test at the agency site is a DynCorp responsibility. DynCorp completes the installation checklist described in Section 4.2 to verify that all installation and testing actions were completed; the COV IT/MIS representative signs and puts a date/time on the checklist.

4.4.6 **Acceptance Test Start Time/Date.** Acceptance test starts on the date and time that the checklist was signed. The acceptance test period covers the following consecutive 6 business days or 48 business hours.

4.4.7 **Acceptance Documentation.** Acceptance documentation consists of a sign-off list of PCs with serial numbers and/or asset tags with an authorized IT/MIS signature and a date and time indicating the equipment was accepted. DynCorp will provide the list if it is not supplied by the agency.

4.4.8 **Warranty and Warranty Start Date.** Each PC and server is warranted for the life of the technical refreshment period ordered (either 1, 2, or 3 years). The warranty starts on the installation date. Warranty issues should be brought to the attention of the DynCorp Customer Service Center (800 number will be provided upon engagement) for processing and resolution. If possible, repairs will be performed at the agency site. Agency personnel should not perform maintenance or attempt repairs to equipment while it is under warranty.

4.5 **Acceptance of Documentation and Deliverables.** DynCorp will provide quarterly reports of measurement and annual reports of user/client satisfaction to the COV Contracts Manager, DIT, and our agency contacts for Basic Seat Services. These reports are subject to review and acceptance by involved Commonwealth management within 5 consecutive days of receipt. DynCorp will correct any deletions or discrepancies noted during that time period. Failure to notify DynCorp will indicate that the documentation is acceptable.

CHAPTER 5 - GETTING HELP FOR MAINTENANCE AND SERVICES.

In this chapter, look for …

5.1   General

5.2   Procedures for Getting Help

5.1   General. When an Agency experiences problems with SMS services or requires SMS related actions, for example, moves, adds or changes to an existing SMS configuration, the end user will place a call to the Help Desk. Your agency may have an end-user help desk, front-line support organization and infrastructure that will remain in place after SMS ordering document award, or your agency may have ordered an end-user help desk support services from its SMS vendor. In either case, the end user will place a call to the agency's Help Desk number. The Agency Help Desk, whether in-house or contractor supplied, will diagnose, identify, and resolve the problem or forward the action request to its agency SMS contractor. The actual chain of events will differ depending on the Agency's help desk solution, but to the end user it will generally appear to be the same; one call to the help desk will resolve their problem or action request.

5.2   Procedures for Getting Help. The following procedures provides a description of the end-user problem or SMS action request resolution procedures:

- The end-user calls their designated help desk using an Agency specific phone number. This number will be provided to the end user during the orientation part of the SMS seat installation process.

- The help desk provides problem diagnosis and identification.

- If the problem is an SMS related problem (basic or enhanced service), the help desk will contact the DynCorp team Customer Service Center (CSC) using any one of the following methods:
  - o   Telephone call at (800 number to be provided upon engagement)
  - o   Fax at (800 number to be provided upon engagement)
  - o   Email to DynCOVCSC@dyncorp.com

- The DynCorp team CSC will provide the contacting party (help desk or end user depending on services ordered) with a trouble ticket number. This number is used to track the progress on the trouble request from initial receipt through final resolution and the help desk or end user may contact the CSC for status updates.

- Depending on the nature of the problem or SMS action request the CSC will:
  - o   Dispatch a hardware technician, if the problem is hardware related;
  - o   Provide remote software updates for operating system or driver software problems (if remote service is not possible, the CSC will dispatch a technician to provide onsite operating system or driver software updates);

- o Provide enhanced services problem resolution, e.g., network related problems, as ordered by the agency;

- o Dispatch a technician or otherwise provide basic and enhanced services actions as necessary.

The CSC will be available 24 hours a day, 7 days a week as the single point of contact for all agency inquiries and problem reports. The CSC always provides support for Basic Seat Services, such as hardware, operating system, and driver maintenance dispatch and tracking. Enhanced and Value Added support services are functions provided by the DynCorp team

CHAPTER 6 - INVOICES

In this chapter, look for …

6.1   Invoice Requirements. DynCorp will submit a separate invoice for each purchase order for goods or services ordered, delivered to, and accepted by the Commonwealth. The invoice will be sent directly to the address shown on the contract or purchase order. Purchase order numbers will be shown on all related invoices, delivery memoranda, bills of lading, packages, or correspondence.

6.1.1   Per Seat Invoice Documentation. Per seat invoice documentation will show, at a minimum: the user, organization, product/configuration (e.g., DG, PW), service level (e.g., SL1, SL2), installation date, term date, option/upgrades, monthly price, and extended price. Our per seat invoice will be sorted by organization, then user name. It will have totals by organization and grand total.

6.1.2   Time and Materials Documentation. Agencies shall pay DynCorp in accordance with the terms as specified in the Master Contract. DynCorp shall not exceed the number of hours specified in the ordering document or work authorization. DynCorp will submit monthly invoices and expense reports for the services rendered to the address shown on the agency ordering document. Invoices will include the ordering document and work authorization number assigned by the agency, the invoice date, identification of personnel, hourly rate charged, labor category, and a unique invoice number.

6.2   Invoice Submission Schedule. Invoices will be rendered immediately following acceptance of goods or services on each purchase order. Invoices for services will be issued and payable monthly in arrears of performance. Invoices will be submitted monthly for recurring services performed during the preceding month.

6.3   Invoice Approval by Agency. Invoices are subject to approval by the agency in accordance with the Terms and Conditions of the Master Contract. Any discrepancies on the invoice should be directed to Rob Stevenson, COV SMS Program Business Manager, within 30 days of receipt for resolution and re-issuance of a corrected invoice.

6.4   Prompt Payment of Bills. Payment is due 30 days after receipt of a proper invoice or 30 days after receipt of goods or services, whichever occurs later. Date of payment will be determined by date of postmark in all cases where payment is made by mail and date of transaction for electronic funds transfer. There is no prompt payment discount.

6.5   Payment by Electronic Funds Transfer. For large transaction vo lume, payment can be made through the Commonwealth's Financial Disbursement System using Electronic Data Interchange (EDI) and its connectivity to the Automated Clearing House (ACH) network. Payment should be made in accordance with the Prompt Payment Act of Virginia, which requires payment within 30 days of the date of invoice or receipt of goods or services. DynCorp and the Commonwealth will bear the respective fees and other charges assessed by their designated banks and third party service providers for financial EDI payments.

6.6   Discounts. The DynCorp team has a thorough understanding of the kinds of economies of scale inherent in large programs like the COV SMS and has developed a robust agency-directed program that includes both purchase order-based discounts and cumulative quantity order discounts.

6.6.1   Order-based Discounts

Purchase Order Quantity	Discount
50 - 200	0%
201 - 500	2%
501 - 800	4%
801 - 1,000	5%

The purchase order quantity is based on the total number of systems (DG, DW, PG, PW, and S) ordered by the agency on a single purchase order. These discounts are applicable to all systems and options or upgrades ordered on the same purchase order for installation scheduled within 6 months of the purchase order date.

6.6.2   Cumulative Quantity-based Discounts

Purchase Order Quantity	Discount
0 - 2,000	0%
2,001 - 5,000	1%
5,001 - 10,000	2%
10,001 - 15,000	3%
15,001 - 20,000	4%
20,001 +	5%

The cumulative quantity is based on the total number of systems (DG, DW, PG, and PW) supported by the contractor. These discounts are applicable to all items ordered under the contract.

6.6.3   Other Discounts

Not Applicable

CHAPTER 7 - ELECTRONIC ORDERING

In this chapter, look for …

7.1   Electronic Order Procedure (Fax, Email, etc.)

7.2   Online Order Procedure (Web-Based)

7.3   Security Requirements

7.1   <u>Electronic Order Procedure (Fax, Email, etc.).</u> Agencies and institutions may acquire SMS services in conformance with dollar amounts specified in the ordering document via facsimile, email, or postal submission.

Facsimile orders prepared as identified in Section 2 of this APM should be faxed to (703) 261-5290, Attention: Ed Wachter or (703) 261-4980, Attention: Thomas Kaupas.

Electronic mail orders prepared as identified in Section 2 of this APM should be emailed to dyncov@dyncorp.com.

Orders sent through the postal service or courier services should be mailed to DynCorp COV Seat Management Services, Attention: Ed Wachter/Thomas Kaupas, 11710 Plaza America Drive, Reston, VA 20190.

7.2   <u>Online Order Procedure (Web-Based).</u> DynCorp provides online access to the COV SMS product catalog, course descriptions, and product literature (online data sheets and technical specifications for products) through the COV SMS Extranet. Agencies can place orders directly from the web site by selecting "Place an Order" from the screen and entering required data. Course descriptions and training registration can be accomplished by selecting "Training Information and Registration." This service is available at the DynCOV Extranet web site (www.dyncorp.com/dmr/dyncov).

Pending approval of the digital signature capability, agencies will be able to order electronically and follow up by faxing, mailing, or delivering a signed purchase order. When the digital signature capability is approved, the electronic order and signature will be sufficient to generate an order.

To use the electronic catalog, you must be an authorized user of DynCorp team seat management services and have a unique identification assigned in the DynCorp team entitlement database. When your "seat" was installed, your unique identifier should have been added to the entitlement database. Use the following procedure to order on-line.

7.2.1   Login. At the first screen, enter your userid and password. The password is issued by the Customer Service Center. As shown in **Figure 7-1**, you can access up to four functions through this web page. They are create an order, approve an order, check order status, and acknowledge receipt of an order. End-users will not be able to approve an order unless so designated by their agency ordering document POC. Users can get help by clicking on the "help" icon throughout the ordering process.

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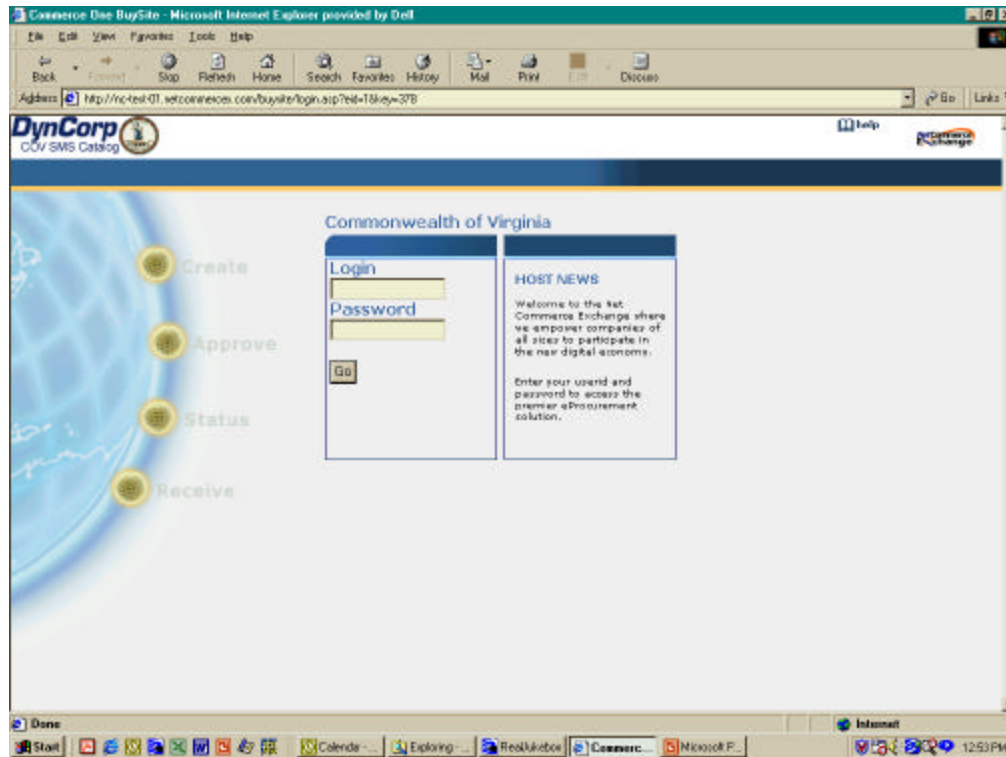
Figure 7-1. Login Screen.

7.2.2   Create an Order. Point and click on "Create" icon to perform one of the three functions shown in **Figure 7-2.**
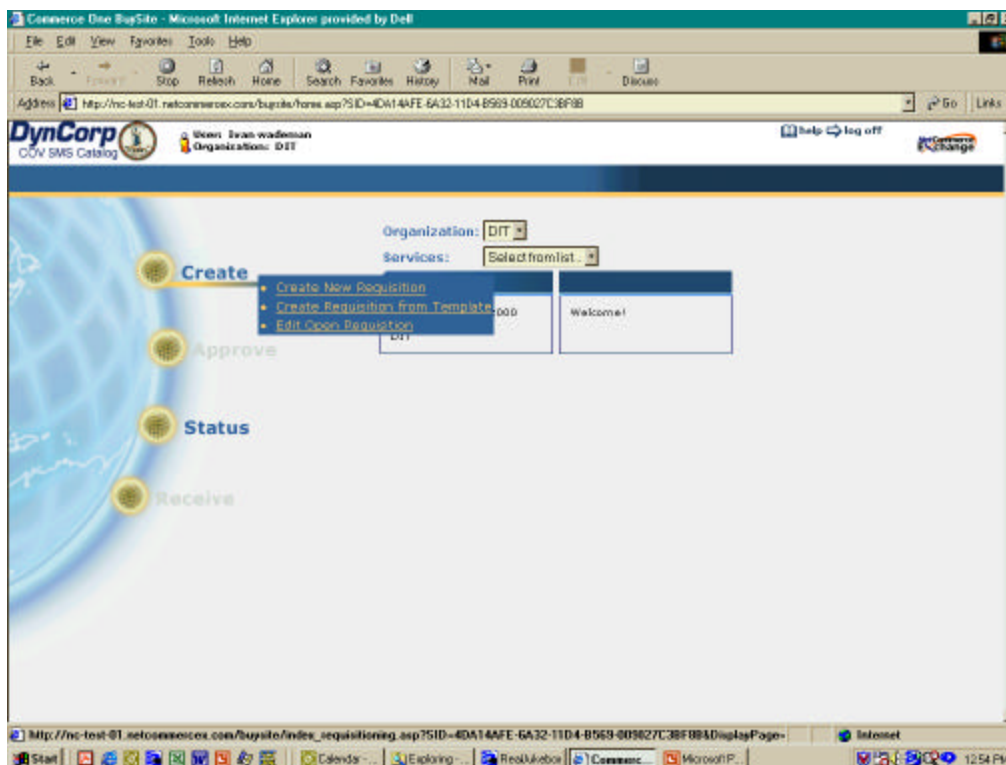
Figure 7-2. Create an Order.

7.2.3   Browse the Catalog. Select the category of interest. See Section 2, Appendix B, and Appendix C of this APM for details of what is available through the DynCorp team SMS contract. You will be able to scroll through categories in addition to the ones shown in **Figure 7-3**. Enter your unique identifier for this requisition (e.g., userid/date).
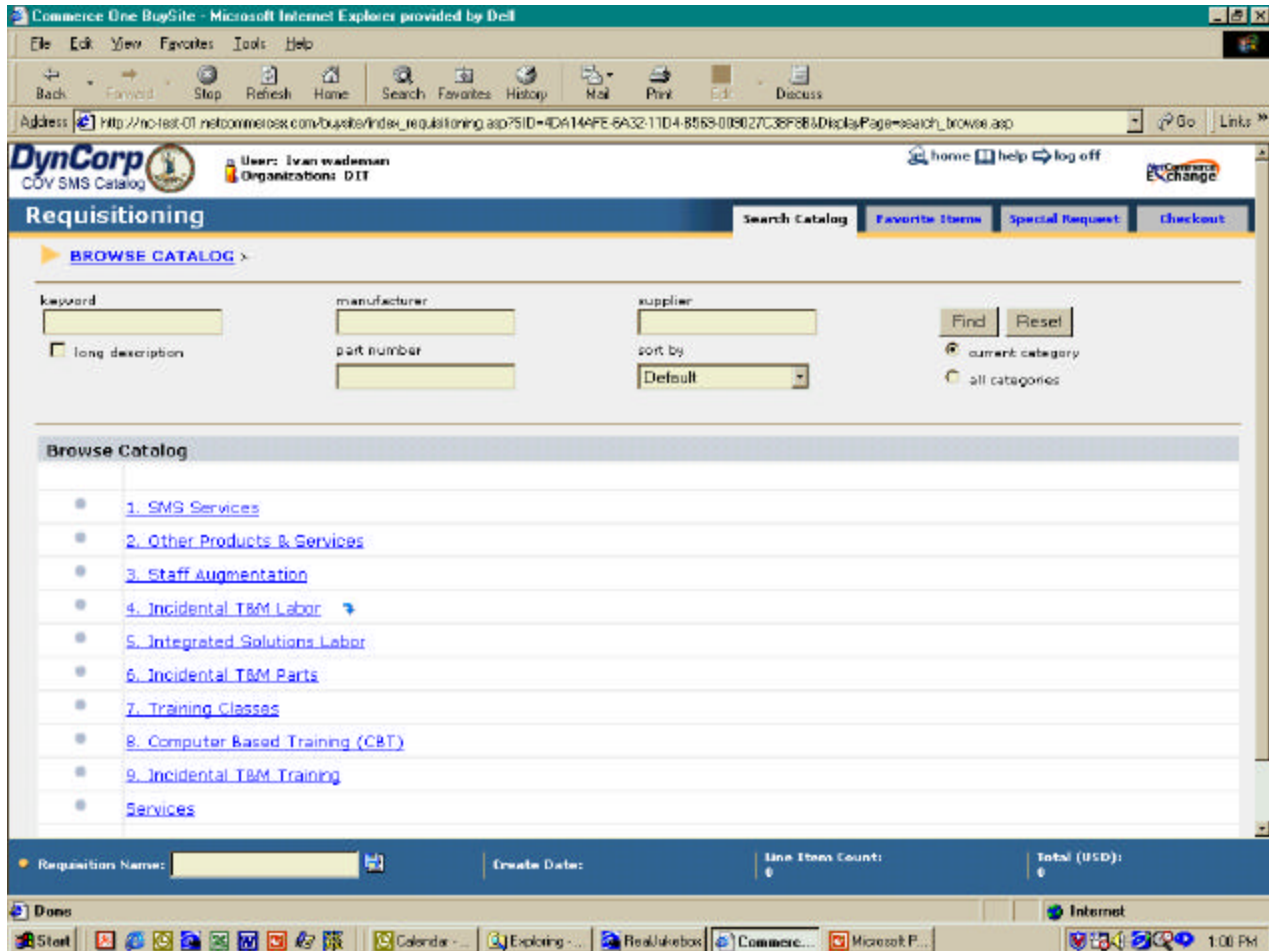
Figure 7-3. Browse the Categories of Interest.

7.2.4   Select Items to Order. Find the item(s) you want, as shown in **Figure 7-4**, in the first category of services you selected. Scroll through the screens in each category using the buttons at the upper and lower right of the screen. Clicking the "Item Description" of the item takes you to a more detailed description, as shown in **Figure 7-5**. Even more information is obtainable by clicking on the item description once again. Doing that, as shown in **Figure 7-6**, will take you to the manufacturer's web site to provide a detailed description of the item. Note that the items have a short description, a unit price (normally a price per item per month), and three "actions" you can take. Place the quantity of the item in the first column and then click on the first "action" icon to add the item to your shopping cart, the second "action" icon to determine the shipping time for the item, and the third "action" icon to complete your order.

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Figure 7-4. List of Items in a Category.

Email: dyncov@dyncorp.com   26

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Figure 7-5. Additional Information About an Item.
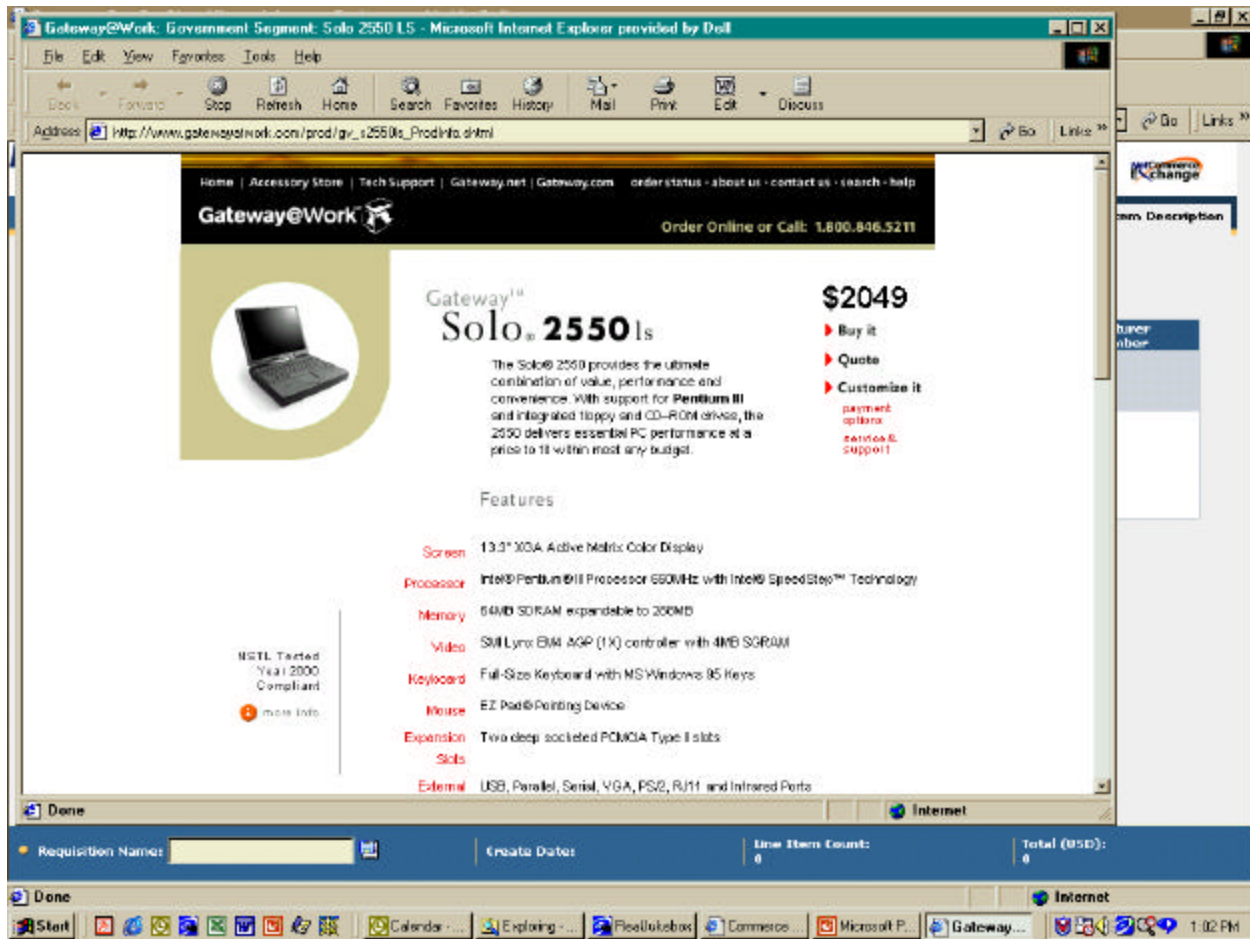
Figure 7-6. Detailed Information About an Item.

7.2.5   Checkout. After selecting the items for your order, click on the third "action" icon to proceed to the checkout counter. As shown in **Figure 7-7**, the checkout counter provides you with an accounting of the items you ordered. To submit your order, click on the "submit" icon in the upper right side of the checkout screen. There is the capability to add attachments to the order document (e.g., a sole source justification) by selecting the underlined "attachments" or "justification" words in the upper right of the checkout screen.

The checkout process includes input of billing and shipping information for the DynCorp team, as shown in **Figure 7-8**. Accurate information is vital to avoid delays in the delivery and installation of the ordered items. Users should scroll through the shipping nad ordering screen to ensure all requested information is provided. Further, if agencies use funding allocation codes, that information should be entered, as shown in **Figure 7-9**.

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Figure 7-7. Order Checkout Process.

Figure 7-8. Shipping and Billing Information Input.

Figure 7-9. Cost Allocation Code Input.

7.2.6   Order Approval. Although end‑users can order any item form the electronic catalog, a designated agency approval authority must approve each order. During the initial transition to seat management services, the DynCorp team will obtain information concerning the specific approval procedures of the agency, including approval limits by authorized personnel and business rules used by the agency. These approval authorities and business rules are then built into the electronic catalog. An example of this is shown in **Figure 7-10**. This figure shows that the agency business rules call for the end user (requisitioner) to obtain the approval of one person for a spending limit that was exceeded and another person for approval of the item(s) ordered. Agencies can designate multiple approval authorities for various categories of catalog items. The electronic catalog will dynamically adjust the approval workflow to the items purchased and the cost of the items per the agency business rules.

If required for a particular order, end users (requisitioners) can add a reviewer or approver during the order process by clicking on the "Add an Approver" or Add a Reviewer" buttons.
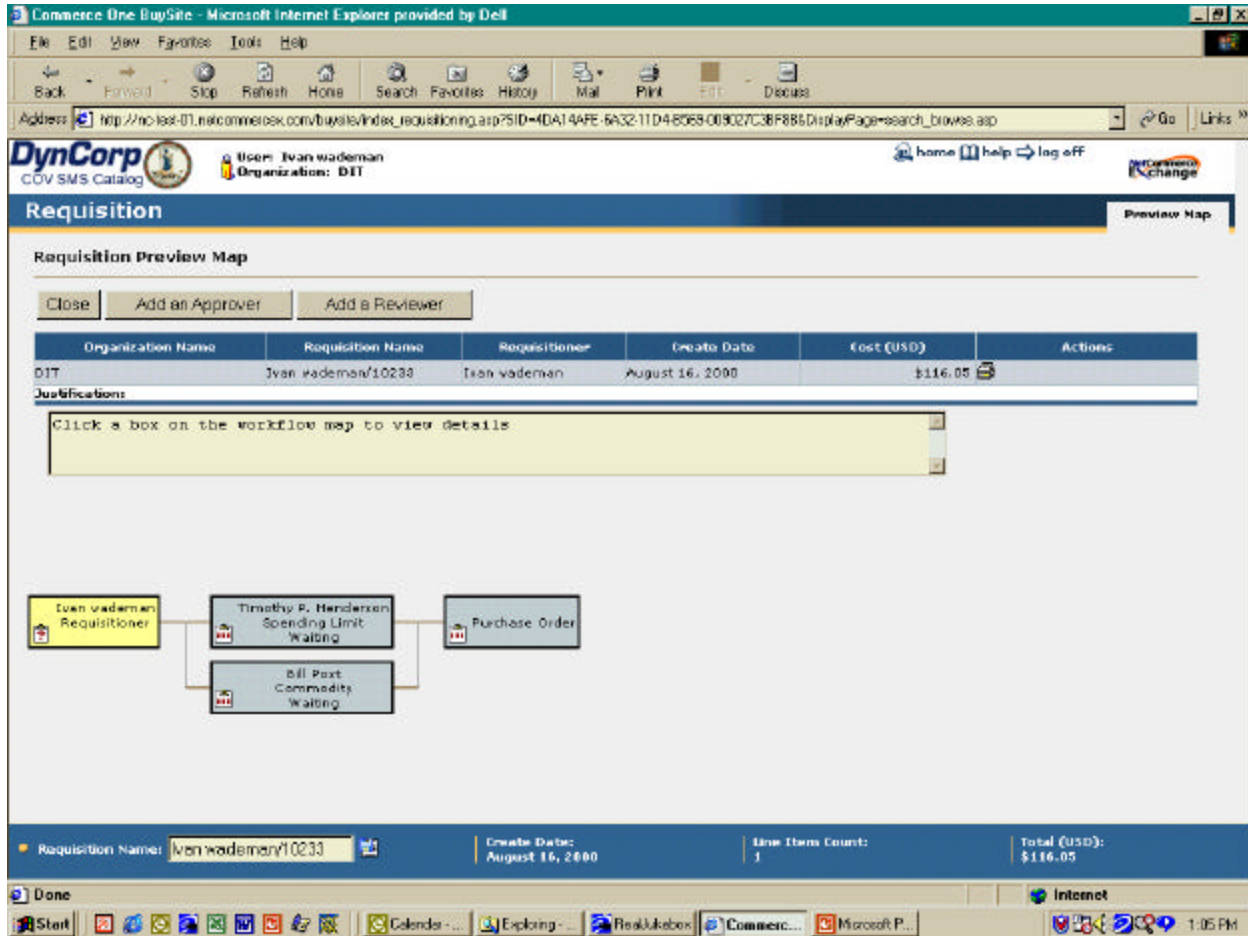
Figure 7-10. Approval Workflow

7.2.7   Approval Status and Order Status. Figure 7-11 and **Figure 7-12** show the approval status and order status screens. Once the end-user submits the order, the electronic catalog automatically emails a notification of a requirement to approve/review an order to the next person(s) in the approval workflow chain. The approver/reviewer logs on to the electronic catalog and approves the order. Once that is received, the electronic catalog changes the color of the approver from yellow (pending) to green (approved) or red (disapproved). Once all approvers at each level of the approval chain have approved, the electronic catalog notifies the reviewer that there is an order for final review/approval. Once the business rules of the agency are satisfied, the order is placed and delivery/installation scheduled.
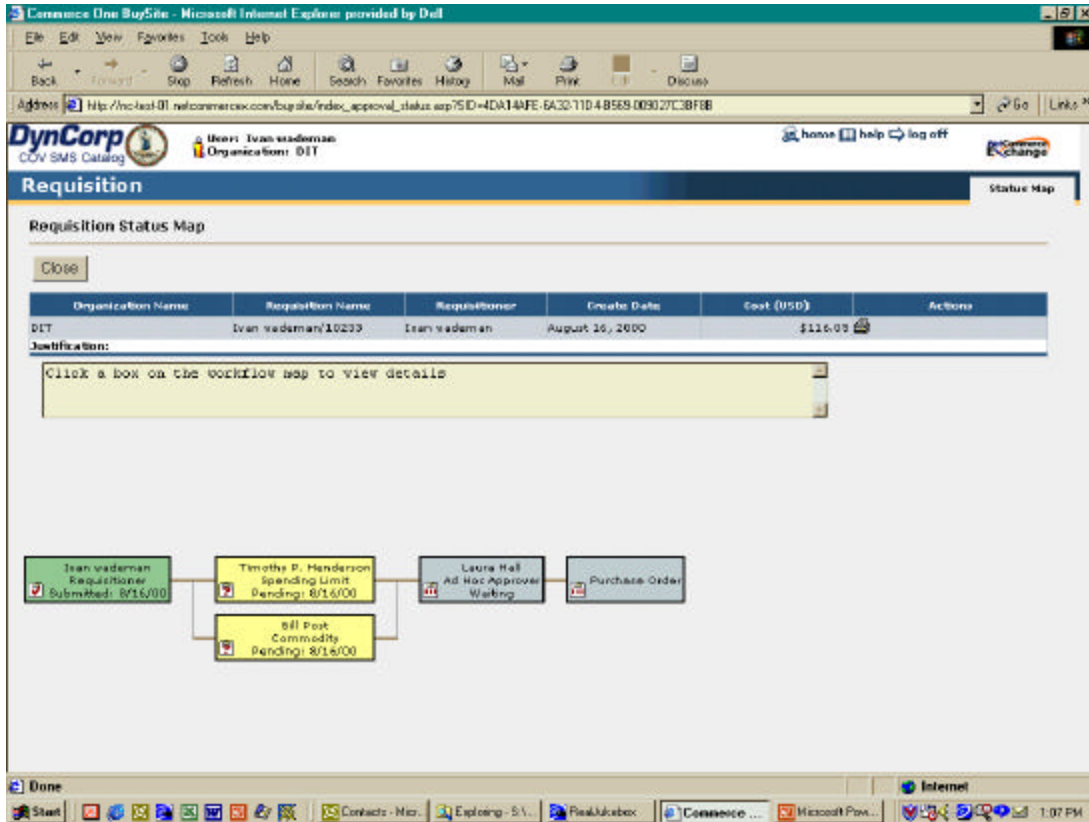
Figure 7-11. Approval Process Workflow
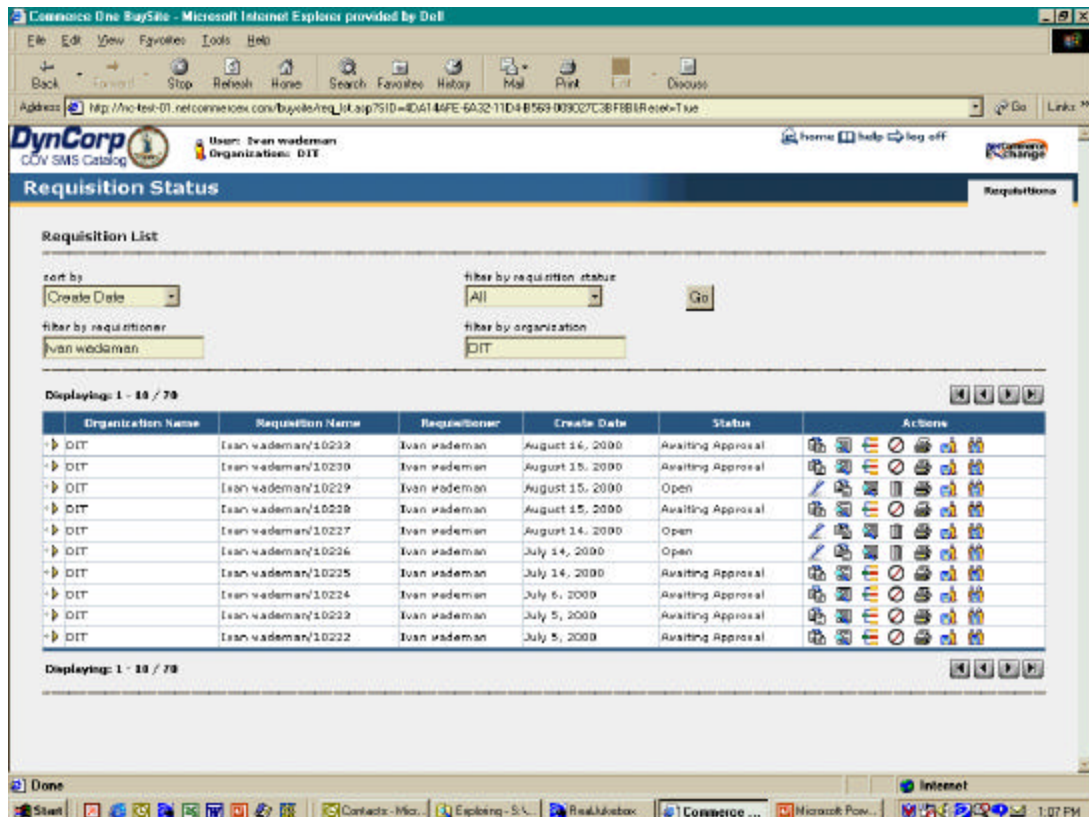
7.2.8   Order Submission.   Upon final approval, the DynCorp team will receive a purchase requisition from the agency's designated purchase agent. The purchase requisition will reflect the information entered during the order submission and approval process. **Figure 7-13** depicts the purchase requisition that is automatically generated by our electronic catalog.

Figure 7-13. Purchase Requisition.

7.3   Security Requirements. Access to the Extranet is limited to designated users, who are authorized through the DynCorp Customer Service Center and provided with working logins and passwords. To apply for access, call (800 number will be provided upon engagement).

CHAPTER 8 - TERMINATION/RESIDUAL VALUE

In this chapter, look for …

8.1   Desktop Termination/Residual Value

8.2   Portable Termination/Residual Value

8.3   Server Termination/Residual Value

If this master contract is terminated for very specific contractual reasons, DynCorp is pleased to offer the Commonwealth of Virginia the following approach to calculating the dollar buyout amount of any equipment provided by DynCorp and installed at any agency in COV during the term of this contract. Because of the somewhat unique way COV is asking for the pricing to be submitted, the DynCorp team believes our approach offers COV maximum flexibility (granularity), minimum buyout dollar amounts, and ease of implementation.

Our calculations are based on the technology refreshment period and the monthly "tangible" cost component from the pricing table submission. **Figures 8-1** through **8-9** provide the buyout formulas for 12, 24, and 36 month periods, respectively for desktops, portables, and servers.

8.1   Desktop Termination/Residual Value

Figures 8-1 through 8-3 show the termination/residual value of desktop computers acquired under a 12, 24, and 36 month technology refreshment based on the number of months the computer is used and the "Tangible" cost component ("T") of the computer from the pricing table submission (see Appendix B).

REVENUE MONTH	DESKTOP BUYOUT FORMULA
Month 1	20 x T
Month 2	19 x T
Month 3	18 x T
Month 4	17 x T
Month 5	16 x T
Month 6	15 x T
Month 7	14 x T
Month 8	13 x T
Month 9	12 x T
Month 10	11 x T
Month 11	10 x T
Month 12	9 x T

Figure 8-1. Desktop Buyout Formula for 12 Month Technology Refreshment.

REVENUE MONTH	DESKTOP BUYOUT FORMULA	REVENUE MONTH	DESKTOP BUYOUT FORMULA
Month 1	37 x T	Month 13	25 x T
Month 2	36 x T	Month 14	24 x T
Month 3	35 x T	Month 15	23 x T
Month 4	34 x T	Month 16	22 x T
Month 5	33 x T	Month 17	21 x T
Month 6	32 x T	Month 18	20 x T
Month 7	31 x T	Month 19	19 x T
Month 8	30 x T	Month 20	18 x T
Month 9	29 x T	Month 21	17 x T
Month 10	28 x T	Month 22	16 x T
Month 11	27 x T	Month 23	15 x T
Month 12	26 x T	Month 24	14 x T

Figure 8-2. Desktop Buyout Formula for 24 Month Technology Refreshment.

REVENUE MONTH	DESKTOP BUYOUT FORMULA	REVENUE MONTH	DESKTOP BUYOUT FORMULA
Month 1	47 x T	Month 19	29 x T
Month 2	46 x T	Month 20	28 x T
Month 3	45 x T	Month 21	27 x T
Month 4	44 x T	Month 22	26 x T
Month 5	43 x T	Month 23	25 x T
Month 6	42 x T	Month 24	24 x T
Month 7	41 x T	Month 25	23 x T
Month 8	40 x T	Month 26	22 x T
Month 9	39 x T	Month 27	21 x T
Month 10	38 x T	Month 28	20 x T
Month 11	37 x T	Month 29	19 x T
Month 12	36 x T	Month 30	18 x T
Month 13	35 x T	Month 31	17 x T
Month 14	34 x T	Month 32	16 x T
Month 15	33 x T	Month 33	15 x T
Month 16	32 x T	Month 34	14 x T
Month 17	31 x T	Month 35	13 x T
Month 18	30 x T	Month 36	12 x T

Figure 8-3. Desktop Buyout Formula for 36 Month Technology Refreshment.

8.2   Portable Termination/Residual Value

Figures 8-4 through 8-6 show the termination/residual value of portable computers acquired under a 12, 24, and 36 month technology refreshment based on the number of months the computer is used and the "Tangible" cost component ("T") of the computer from the pricing table submission (see Appendix B).

REVENUE MONTH	PORTABLE BUYOUT FORMULA
Month 1	17 x T
Month 2	16 x T
Month 3	15 x T
Month 4	14 x T
Month 5	13 x T
Month 6	12 x T
Month 7	11 x T
Month 8	10 x T
Month 9	9 x T
Month 10	8 x T
Month 11	7 x T
Month 12	6 x T

Figure 8-4. Portable Buyout Formula for 12 Month Technology Refreshment.

REVENUE MONTH	PORTABLE BUYOUT FORMULA	REVENUE MONTH	PORTABLE BUYOUT FORMULA
Month 1	30 x T	Month 13	18 x T
Month 2	29 x T	Month 14	17 x T
Month 3	28 x T	Month 15	16 x T
Month 4	27 x T	Month 16	15 x T
Month 5	26 x T	Month 17	14 x T
Month 6	25 x T	Month 18	13 x T
Month 7	24 x T	Month 19	12 x T
Month 8	23 x T	Month 20	11 x T
Month 9	22 x T	Month 21	10 x T
Month 10	21 x T	Month 22	9 x T
Month 11	20 x T	Month 23	8 x T
Month 12	19 x T	Month 24	7 x T

Figure 8-5. Portable Buyout Formula for 24 Month Technology Refreshment.

REVENUE MONTH	PORTABLE BUYOUT FORMULA	REVENUE MONTH	PORTABLE BUYOUT FORMULA
Month 1	42 x T	Month 19	24 x T
Month 2	41 x T	Month 20	23 x T
Month 3	40 x T	Month 21	22 x T
Month 4	39 x T	Month 22	21 x T
Month 5	38 x T	Month 23	20 x T
Month 6	37 x T	Month 24	19 x T
Month 7	36 x T	Month 25	18 x T
Month 8	35 x T	Month 26	17 x T
Month 9	34 x T	Month 27	16 x T
Month 10	33 x T	Month 28	15 x T
Month 11	32 x T	Month 29	14 x T
Month 12	31 x T	Month 30	13 x T
Month 13	30 x T	Month 31	12 x T
Month 14	29 x T	Month 32	11 x T
Month 15	28 x T	Month 33	10 x T
Month 16	27 x T	Month 34	9 x T
Month 17	26 x T	Month 35	8 x T
Month 18	25 x T	Month 36	7 x T

Figure 8-6. Portable Buyout Formula for 36 Month Technology Refreshment.

8.3   Server Termination/Residual Value

Figures 8-7 through 8-9 show the termination/residual value of servers acquired under a 12, 24, and 36 month technology refreshment based on the number of months the computer is used and the "Tangible" cost component ("T") of the computer from the pricing table submission (See Appendix B).

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REVENUE MONTH	SERVER BUYOUT FORMULA
Month 1	23 x T
Month 2	22 x T
Month 3	21 x T
Month 4	20 x T
Month 5	19 x T
Month 6	18 x T
Month 7	17 x T
Month 8	16 x T
Month 9	15 x T
Month 10	14 x T
Month 11	13 x T
Month 12	12 x T

Figure 8-7. Server Buyout Formula for 12 Month Technology Refreshment.

REVENUE MONTH	SERVER BUYOUT FORMULA	REVENUE MONTH	SERVER BUYOUT FORMULA
Month 1	37 x T	Month 13	25 x T
Month 2	36 x T	Month 14	24 x T
Month 3	35 x T	Month 15	23 x T
Month 4	34 x T	Month 16	22 x T
Month 5	33 x T	Month 17	21 x T
Month 6	32 x T	Month 18	20 x T
Month 7	31 x T	Month 19	19 x T
Month 8	30 x T	Month 20	18 x T
Month 9	29 x T	Month 21	17 x T
Month 10	28 x T	Month 22	16 x T
Month 11	27 x T	Month 23	15 x T
Month 12	26 x T	Month 24	14 x T

Figure 8-8. Server Buyout Formula for 24 Month Technology Refreshment.

REVENUE MONTH	SERVER BUYOUT FORMULA	REVENUE MONTH	SERVER BUYOUT FORMULA
Month 1	50 x T	Month 19	32 x T
Month 2	49 x T	Month 20	31 x T
Month 3	48 x T	Month 21	30 x T
Month 4	47 x T	Month 22	29 x T
Month 5	46 x T	Month 23	28 x T
Month 6	45 x T	Month 24	27 x T
Month 7	44 x T	Month 25	26 x T
Month 8	43 x T	Month 26	25 x T
Month 9	42 x T	Month 27	24 x T
Month 10	41 x T	Month 28	23 x T
Month 11	40 x T	Month 29	22 x T
Month 12	39 x T	Month 30	21 x T
Month 13	38 x T	Month 31	20 x T
Month 14	37 x T	Month 32	19 x T
Month 15	36 x T	Month 33	18 x T
Month 16	35 x T	Month 34	17 x T
Month 17	34 x T	Month 35	16 x T
Month 18	33 x T	Month 36	15 x T

Figure 8-9. Server Buyout Formula for 36 Month Technology Refreshment.

CHAPTER 9 - PROPOSED PRICING FOR CERTAIN ITEMS

In this chapter, look for …

9.1   Support or Non-Support of Non-Standard Software

9.1   Support or Non-Support of Non-Standard Software

The following table reflects the cost of support of non-standard software. Non-standard software is defined as software not listed in the COV SMS Master Contract as "Standard Software."

NON-STANDARD SOFTWARE ITEM	PRICE PER SEAT PER MONTH	REMARKS
Microsoft family of products (end-user)	$36.00	
Other COTS products	Variable	Proposed to agency during Request for Quote process (see APM Section 2)
Non-COTS products	N/A	Priced on a Time and Materials basis

Support of non-standard commercial off-the-shelf (COTS) software, as ordered by an agency, is quoted during the Request for Quote process for each ordering document on a per seat/per month basis. The number of non-standard software products, whether the product is a commercial off the shelf product, the number of users supported, and the hours of support (Principal Period of Maintenance) will determine the per seat price proposed in response to an agency RFQ.

For non-COTS applications developed by COV agencies/educational units, the DynCorp team will quote a time and material (T&M) price during the RFQ process. The T&M price will include the time required to learn the application documentation and its functions. As requests for support are received, the DynCorp team will use its trained personnel to resolve the problem for the user or IT/MIS staff, with a 30-minute minimum charge per incident/trouble ticket.

There is no charge for non-support of non-standard software.

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APPENDIX A – MAINTENANCE SERVICE LEVELS

In this Appendix, look for …

Definitions of Maintenance Service Levels Offered

During the term of this Master Contract, DynCorp agrees to provide all labor, parts and travel necessary to maintain the Services and Assets at a Systems Availability level of 95% uptime. The Contractor shall provide on-site maintenance service for all equipment assets, in either of four Service Levels:

1. **Service Level 1:** Contractor acknowledges call within one (1) hour of receipt and problem is corrected within 24 hours of initial call. Repairs will be completed during Principal Period of Maintenance. This correction may involve total or partial replacement of Asset or component/s as necessary.

2. **Service Level 2:** Contractor acknowledges call within one half (1/2) hour of receipt and problem is corrected within 4 principal period of maintenance hours of initial call. This correction may involve total or partial replacement of Asset or component/s as necessary.

3. **Service Level 3 (PG and PW):** Contractor acknowledges call within (one) 1 hour of receipt during PPM or within one (1) hour of receipt at the beginning of the next PPM for call received outside of PPM. Contractor replaces malfunctioning portable computer the next business day via overnight courier. Government user returns malfunctioning unit (using pre-paid airbill) in the new unit's packaging.

4. **Service Level 4:** Contractor acknowledges call within (one) 1 hour of receipt during PPM or within one (1) hour of receipt at the beginning of the next PPM for call received outside of PPM. Problem is corrected no later than the end of PPM on the 2d business day after acknowledgement of call.

APPENDIX B - COV SMS STANDARD CONFIGURAT ION PRICING/OPTIONS

In this Appendix, look for …

B.1   Basic Seat Management Services Hardware Prices

B.2   Optional Seat Management Services Hardware Prices

B.3   Seat Management Services (Per-Seat) Prices (Optional)

B.4   Seat Management Services Time and Materials (T&M) Services Prices

The following tables provide the not-to-exceed pricing under this contract for the basic per-seat hardware, per-seat options and upgrades, per-seat optional services, and time and materials services. The prices the DynCorp team proposes in response to an agency/educational unit request for quote will not exceed these prices. The basic hardware is as follows:

- DG – Desktop General Business User

- DW – Desktop Engineering and Scientific User

- PG – Portable General Business User

- PW – Portable Engineering and Scientific User

- S – Server

The second row of the table provides prices divided by tangible (T), intangible (I) and total price for the service. The tangible price component is used as input to the Termination/Residual Value formulae in Section 8 of the APM.

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B.1 Basic Seat Management Services Hardware Prices

B.1.1 Basic Hardware

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	ACQUISITION															
001.1	COMPUTER SYSTEM															
001.1.1	SL1															
001.1.1.1	1 yr. Refresh	133.02	91.61	**224.64**	152.12	100.21	**252.32**	131.06	98.93	**229.99**	192.00	112.59	**304.59**	855.05	503.98	**1,359.04**
001.1.1.2	2 yr. Refresh	75.98	68.30	**144.28**	86.89	74.50	**161.38**	77.81	77.15	**154.96**	113.99	83.10	**197.09**	535.26	389.35	**924.61**
001.1.1.3	3 yr. Refresh	57.04	59.63	**116.67**	65.23	64.91	**130.14**	54.63	68.79	**123.41**	80.02	71.46	**151.49**	403.59	342.28	**745.87**
001.1.2	SL2															
001.1.2.1	1 yr. Refresh	133.02	102.68	**235.70**	152.12	112.07	**264.19**	131.06	113.24	**244.30**	192.00	124.55	**316.55**	855.05	548.46	**1,403.51**
001.1.2.2	2 yr. Refresh	75.98	77.51	**153.49**	86.89	84.51	**171.40**	77.81	89.90	**167.71**	113.99	93.47	**207.46**	535.26	430.69	**965.95**
001.1.2.3	3 yr. Refresh	57.04	68.25	**125.29**	65.23	74.34	**139.57**	54.63	81.09	**135.72**	80.02	81.35	**161.37**	403.59	382.91	**786.50**
001.1.3	SL3															
001.1.3.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	131.06	76.07	**207.13**	192.00	99.72	**291.72**	N/A	N/A	**N/A**
001.1.3.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	77.81	57.05	**134.86**	113.99	72.25	**186.24**	N/A	N/A	**N/A**
001.1.3.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	54.63	49.51	**104.14**	80.02	61.26	**141.28**	N/A	N/A	**N/A**
001.1.4	SL4															
001.1.4.1	1 yr. Refresh	133.02	81.81	**214.83**	152.12	90.14	**242.26**	131.06	85.75	**216.82**	192.00	102.22	**294.22**	855.05	468.20	**1,323.25**
001.1.4.2	2 yr. Refresh	75.98	60.37	**136.35**	86.89	66.30	**153.19**	77.81	65.55	**143.36**	113.99	74.35	**188.34**	535.26	356.83	**892.10**
001.1.4.3	3 yr. Refresh	57.04	52.31	**109.36**	65.23	57.32	**122.55**	54.63	57.66	**112.28**	80.02	63.22	**143.25**	403.59	310.61	**714.19**

B.1.2 Basic Hardware Options/Upgrades

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2	**OPTIONS/UPGRADES**															
001.2.1	Downgrade to EV500 15″ Monitor															
001.2.1.1	1 yr. Refresh	(46.90)	(6.60)	**(53.49)**	(46.90)	(6.60)	**(53.49)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.1.2	2 yr. Refresh	(23.48)	(4.90)	**(28.37)**	(23.48)	(4.90)	**(28.37)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.1.3	3 yr. Refresh	(15.65)	(4.35)	**(20.00)**	(15.65)	(4.35)	**(20.00)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.2	Downgrade to EV700 17″ Monitor															
001.2.2.1	1 yr. Refresh	(43.48)	(6.12)	**(49.60)**	(43.48)	(6.12)	**(49.60)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.2.2	2 yr. Refresh	(21.77)	(4.54)	**(26.31)**	(21.77)	(4.54)	**(26.31)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.2.3	3 yr. Refresh	(14.51)	(4.03)	**(18.54)**	(14.51)	(4.03)	**(18.54)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.3	Downgrade to EV910 19″ Monitor															
001.2.3.1	1 yr. Refresh	(36.74)	(5.17)	**(41.90)**	(36.74)	(5.17)	**(41.90)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.3.2	2 yr. Refresh	(18.39)	(3.84)	**(22.23)**	(18.39)	(3.84)	**(22.23)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.3.3	3 yr. Refresh	(12.26)	(3.41)	**(15.67)**	(12.26)	(3.41)	**(15.67)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.4	Downgrade to VX900 19″ Monitor															
001.2.4.1	1 yr. Refresh	(31.49)	(4.43)	**(35.92)**	(31.49)	(4.43)	**(35.92)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.4.2	2 yr. Refresh	(15.76)	(3.29)	**(19.05)**	(15.76)	(3.29)	**(19.05)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.4.3	3 yr. Refresh	(10.51)	(2.92)	**(13.43)**	(10.51)	(2.92)	**(13.43)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.5	Downgrade to VX1100 21″ Monitor															
001.2.5.1	1 yr. Refresh	(16.49)	(2.32)	**(18.81)**	(16.49)	(2.32)	**(18.81)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.5.2	2 yr. Refresh	(8.26)	(1.72)	**(9.98)**	(8.26)	(1.72)	**(9.98)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.5.3	3 yr. Refresh	(5.50)	(1.53)	**(7.03)**	(5.50)	(1.53)	**(7.03)**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.50	Upgrade to LCD 15″ Monitor															
001.2.50.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	107.71	15.15	**122.86**	107.71	15.15	**122.86**	N/A	N/A	**N/A**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001.2.50.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	53.92	11.25	**65.16**	53.92	11.25	**65.16**	N/A	N/A	**N/A**
001.2.50.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	35.95	9.99	**45.93**	35.95	9.99	**45.93**	N/A	N/A	**N/A**
001	**ACQUISITION**															
001.2.6	Upgrade to EV700 17″ Monitor															
001.2.6.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.17	3.26	**10.43**
001.2.6.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.59	1.94	**5.53**
001.2.6.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.39	1.51	**3.90**
001.2.7	Upgrade to EV910 19″ Monitor															
001.2.7.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	16.92	7.69	**24.60**
001.2.7.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.47	4.58	**13.05**
001.2.7.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.65	3.55	**9.20**
001.2.8	Upgrade to VX900 19″ Monitor															
001.2.8.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	22.16	10.07	**32.23**
001.2.8.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	11.10	6.00	**17.10**
001.2.8.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.40	4.65	**12.05**
001.2.9	Upgrade to VX1100 21″ Monitor															
001.2.9.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	57.19	25.98	**83.18**
001.2.9.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	28.63	15.49	**44.12**
001.2.9.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	19.09	12.01	**31.10**
001.2.10	Add EV500 15″ Monitor															
001.2.10.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	14.50	6.59	**21.09**	14.50	6.59	**21.09**	N/A	N/A	**N/A**
001.2.10.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.26	3.93	**11.18**	7.26	3.93	**11.18**	N/A	N/A	**N/A**
001.2.10.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.84	3.04	**7.88**	4.84	3.04	**7.88**	N/A	N/A	**N/A**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.11	Add EV700 17″ Monitor															
001.2.11.1	1 yr. Refresh	N/A	N/A	**N/A**	**N/A**	N/A	**N/A**	23.81	10.82	**34.62**	23.81	10.82	**34.62**	N/A	N/A	**N/A**
001.2.11.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	11.92	6.45	**18.37**	11.92	6.45	**18.37**	N/A	N/A	**N/A**
001.2.11.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.95	5.00	**12.95**	7.95	5.00	**12.95**	N/A	N/A	**N/A**
001.2.12	Add EV910 19″ Monitor															
001.2.12.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	37.50	17.04	**54.54**	37.50	17.04	**54.54**	N/A	N/A	**N/A**
001.2.12.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	18.77	10.15	**28.93**	18.77	10.15	**28.93**	N/A	N/A	**N/A**
001.2.12.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.52	7.88	**20.39**	12.52	7.88	**20.39**	N/A	N/A	**N/A**
001.2.13	Add VX900 19″ Monitor															
001.2.13.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	41.89	19.03	**60.92**	41.89	19.03	**60.92**	N/A	N/A	**N/A**
001.2.13.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	20.97	11.34	**32.31**	20.97	11.34	**32.31**	N/A	N/A	**N/A**
001.2.13.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	13.98	8.80	**22.78**	13.98	8.80	**22.78**	N/A	N/A	**N/A**
001.2.14	Add VX1100 21″ Monitor															
001.2.14.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	71.69	32.57	**104.26**	71.69	32.57	**104.26**	N/A	N/A	**N/A**
001.2.14.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	35.89	19.41	**55.30**	35.89	19.41	**55.30**	N/A	N/A	**N/A**
001.2.14.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	23.93	15.06	**38.98**	23.93	15.06	**38.98**	N/A	N/A	**N/A**
001.21.14	Downgrade 108GB to 72GB															
001.21.14.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(53.83)	(24.46)	**(78.28)**
001.21.14.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(26.95)	(14.58)	**(41.52)**
001.21.14.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(17.96)	(11.30)	**(29.27)**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.15	Upgrade to 192MB (SDRAM)															
001.2.15.1	1 yr. Refresh	8.86	4.03	**12.89**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.15.2	2 yr. Refresh	4.44	2.40	**6.83**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.15.3	3 yr. Refresh	2.96	1.86	**4.82**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.16	Upgrade to 256MB (SDRAM)															
001.2.16.1	1 yr. Refresh	16.11	7.32	**23.43**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.16.2	2 yr. Refresh	8.06	4.36	**12.43**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.16.3	3 yr. Refresh	5.38	3.38	**8.76**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.17	Upgrade to 384MB (SDRAM)															
001.2.17.1	1 yr. Refresh	32.22	14.64	**46.86**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.17.2	2 yr. Refresh	16.13	8.72	**24.85**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.17.3	3 yr. Refresh	10.75	6.77	**17.52**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.18	Upgrade to 512MB (ECC)															
001.2.18.1	1 yr. Refresh	N/A	N/A	**N/A**	60.41	27.45	**87.86**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.18.2	2 yr. Refresh	N/A	N/A	**N/A**	30.24	16.36	**46.60**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.18.3	3 yr. Refresh	N/A	N/A	**N/A**	20.16	12.69	**32.85**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.19	Upgrade to 160MB															
001.2.19.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.06	3.66	**11.71**	8.06	3.66	**11.71**	N/A	N/A	**N/A**
001.2.19.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.03	2.18	**6.21**	4.03	2.18	**6.21**	N/A	N/A	**N/A**
001.2.19.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.69	1.69	**4.38**	2.69	1.69	**4.38**	N/A	N/A	**N/A**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.20	Upgrade to 224MB															
001.2.20.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	24.17	10.98	**35.15**	24.17	10.98	**35.15**	N/A	N/A	**N/A**
001.2.20.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.10	6.54	**18.64**	12.10	6.54	**18.64**	N/A	N/A	**N/A**
001.2.20.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.07	5.07	**13.14**	8.07	5.07	**13.14**	N/A	N/A	**N/A**
001.2.21	Upgrade to 288MB															
001.2.21.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	40.28	18.30	**58.58**	40.28	18.30	**58.58**	N/A	N/A	**N/A**
001.2.21.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	20.16	10.91	**31.07**	20.16	10.91	**31.07**	N/A	N/A	**N/A**
001.2.21.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	13.44	8.46	**21.90**	13.44	8.46	**21.90**	N/A	N/A	**N/A**
001.2.22	Upgrade to 768MB															
001.2.22.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	41.26	18.75	**60.01**
001.2.22.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	20.66	11.17	**31.83**
001.2.22.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	13.77	8.66	**22.44**
001.2.23	Upgrade to 1024MB															
001.2.23.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	103.11	46.84	**149.95**
001.2.23.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	51.62	27.92	**79.54**
001.2.23.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	34.41	21.65	**56.06**
001.2.24	Upgrade to 30GB Smart II UATA Drive															
001.224.1	1 yr. Refresh	3.71	1.69	**5.39**	3.71	1.69	**5.39**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.24.2	2 yr. Refresh	1.86	1.00	**2.86**	1.86	1.00	**2.86**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.24.3	3 yr. Refresh	1.24	0.78	**2.02**	1.24	0.78	**2.02**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.25	Add 10GB, 5400rpm Hard Disk Drive															
001.2.25.1	1 yr. Refresh	8.77	3.98	**12.75**	8.77	3.98	**12.75**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.25.2	2 yr. Refresh	4.39	2.37	**6.76**	4.39	2.37	**6.76**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.25.3	3 yr. Refresh	2.93	1.84	**4.77**	2.93	1.84	**4.77**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**

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ASD/ v001005

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.26	Add 20GB, 5400rpm Hard Disk Drive															
001.2.26.1	1 yr. Refresh	12.08	5.49	**17.57**	12.08	5.49	**17.57**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.26.2	2 yr. Refresh	6.05	3.27	**9.32**	6.05	3.27	**9.32**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.26.3	3 yr. Refresh	4.03	2.54	**6.57**	4.03	2.54	**6.57**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.27	Add 20GB, 7200rpm Hard Disk Drive															
001.2.27.1	1 yr. Refresh	13.20	6.00	**19.19**	13.20	6.00	**19.19**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.27.2	2 yr. Refresh	6.61	3.57	**10.18**	6.61	3.57	**10.18**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.27.3	3 yr. Refresh	4.40	2.77	**7.17**	4.40	2.77	**7.17**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.28	Add 30GB, 7200rpm Hard Disk Drive															
001.2.28.1	1 yr. Refresh	16.92	7.69	**24.60**	16.92	7.69	**24.60**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.28.2	2 yr. Refresh	8.47	4.58	**13.05**	8.47	4.58	**13.05**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.28.3	3 yr. Refresh	5.65	3.55	**9.20**	5.65	3.55	**9.20**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.29	Add 34GB, 7200rpm Hard Disk Drive															
001.2.29.1	1 yr. Refresh	24.17	10.98	**35.15**	24.17	10.98	**35.15**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.29.2	2 yr. Refresh	12.10	6.54	**18.64**	12.10	6.54	**18.64**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.29.3	3 yr. Refresh	8.07	5.07	**13.14**	8.07	5.07	**13.14**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.30	Upgrade to 18GB Drive															
001.2.30.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	48.24	21.92	**70.16**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.30.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	24.15	13.06	**37.21**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.30.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	16.10	10.13	**26.23**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.301	Upgrade to 30GB Drive															
001.2.301.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	24.14	10.97	**35.11**	N/A	N/A	**N/A**
001.2.301.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.09	6.54	**18.62**	N/A	N/A	**N/A**
001.2.301.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.06	5.07	**13.13**	N/A	N/A	**N/A**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.31	Upgrade to 8X DVD Rom Drive															
001.2.31.1	1 yr. Refresh	4.79	2.17	**6.96**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.31.2	2 yr. Refresh	2.40	1.30	**3.69**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.31.3	3 yr. Refresh	1.60	1.00	**2.60**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.32	Upgrade to 8X DVD & 4X/4X/24X CD-RW Drive (From CD-Rom)															
001.2.32.1	1 yr. Refresh	24.09	10.95	**35.04**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.32.2	2 yr. Refresh	12.06	6.52	**18.59**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.32.3	3 yr. Refresh	8.04	5.06	**13.10**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.33	Upgrade to 8X DVD & 4X/4X/24X CD-RW Drive (From DVD)															
001.2.33.1	1 yr. Refresh	N/A	N/A	**N/A**	19.24	8.74	**27.99**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.33.2	2 yr. Refresh	N/A	N/A	**N/A**	9.63	5.21	**14.84**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.33.3	3 yr. Refresh	N/A	N/A	**N/A**	6.42	4.04	**10.46**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.34	Add Iomega ZIP 250 w/1 ZIP disk (Internal)															
001.2.34.1	1 yr. Refresh	11.74	5.34	**17.08**	11.74	5.34	**17.08**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.34.2	2 yr. Refresh	5.88	3.18	**9.06**	5.88	3.18	**9.06**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.34.3	3 yr. Refresh	3.92	2.47	**6.39**	3.92	2.47	**6.39**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.35	Add Iomega ZIP 100 w/3 ZIP disks (Internal)															
001.2.35.1	1 yr. Refresh	7.80	3.54	**11.34**	7.80	3.54	**11.34**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.35.2	2 yr. Refresh	3.90	2.11	**6.02**	3.90	2.11	**6.02**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.35.3	3 yr. Refresh	2.60	1.64	**4.24**	2.60	1.64	**4.24**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**

Commonwealth of Virginia

Seat Management Services

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.36	Add SuperDisk LS-120 w/2 Disks (Internal)															
001.2.36.1	1 yr. Refresh	7.80	3.54	**11.34**	7.80	3.54	**11.34**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.36.2	2 yr. Refresh	3.90	2.11	**6.02**	3.90	2.11	**6.02**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.36.3	3 yr. Refresh	2.60	1.64	**4.24**	2.60	1.64	**4.24**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.37	Add Internal TR-5 IDE Tape Backup Unit															
001.2.37.1	1 yr. Refresh	20.05	9.11	**29.16**	20.05	9.11	**29.16**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.37.2	2 yr. Refresh	10.04	5.43	**15.47**	10.04	5.43	**15.47**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.37.3	3 yr. Refresh	6.69	4.21	**10.90**	6.69	4.21	**10.90**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.38	Add 35/70GB Tape Back Up															
001.2.38.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	317.78	144.38	**462.16**
001.2.38.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	159.08	86.05	**245.13**
001.2.38.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	106.05	66.73	**172.79**
001.2.381	Remove 35/70 Tape															
001.2.381.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(248.15)	(112.74)	**(360.89)**
001.2.381.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(124.22)	(67.19)	**(191.42)**
001.2.381.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	(82.82)	(52.11)	**(134.93)**
001.2.39	Add Internal LS-120 Drive															
001.2.39.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.80	5.81	**18.61**	12.80	5.81	**18.61**	N/A	N/A	**N/A**
001.2.39.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	6.41	3.47	**9.87**	6.41	3.47	**9.87**	N/A	N/A	**N/A**
001.2.39.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.27	2.69	**6.96**	4.27	2.69	**6.96**	N/A	N/A	**N/A**
001.2.40	Add Internal CD-RW Drive															
001.2.40.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	41.80	18.99	**60.79**	41.80	18.99	**60.79**	N/A	N/A	**N/A**
001.2.40.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	20.92	11.32	**32.24**	20.92	11.32	**32.24**	N/A	N/A	**N/A**
001.2.40.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	13.95	8.78	**22.73**	13.95	8.78	**22.73**	N/A	N/A	**N/A**

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ASD/ v001005

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Seat Management Services

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.41	Add Data/Fax 56K v.90 PCI Modem (Internal)															
001.2.41.1	1 yr. Refresh	2.00	0.91	**2.90**	2.00	0.91	**2.90**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.00	0.91	**2.90**
001.2.41.2	2 yr. Refresh	1.00	0.54	**1.54**	1.00	0.54	**1.54**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	1.00	0.54	**1.54**
001.2.41.3	3 yr. Refresh	0.67	0.42	**1.08**	0.67	0.42	**1.08**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	0.67	0.42	**1.08**
001.2.42	Add IBM Token Ring NIC, 8" TokenRing Patchcord															
001.2.42.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	9.58	4.35	**13.93**
001.2.42.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.80	2.59	**7.39**
001.2.42.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.20	2.01	**5.21**
001.2.43	Add 3COM PCMCIA 10/100 Ethernet Card, 10" ENET Patchcord															
001.2.43.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	10.26	4.66	**14.92**	10.26	4.66	**14.92**	N/A	N/A	**N/A**
001.2.43.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.14	2.78	**7.91**	5.14	2.78	**7.91**	N/A	N/A	**N/A**
001.2.43.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.42	2.15	**5.58**	3.42	2.15	**5.58**	N/A	N/A	**N/A**
001.2.44	Add IBM PCMCIA Token Ring NIC, 8" TokenRing Patchcord															
001.244.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	21.19	9.63	**30.82**	21.19	9.63	**30.82**	N/A	N/A	**N/A**
001.2.44.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	10.61	5.74	**16.35**	10.61	5.74	**16.35**	N/A	N/A	**N/A**
001.2.44.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.07	4.45	**11.52**	7.07	4.45	**11.52**	N/A	N/A	**N/A**
001.2.45	Add 3COM Megahertz 56K v.90 Global Modem PC Card															
001.2.45.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.08	5.49	**17.57**	12.08	5.49	**17.57**	N/A	N/A	**N/A**
001.2.45.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	6.05	3.27	**9.32**	6.05	3.27	**9.32**	N/A	N/A	**N/A**
001.2.45.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.03	2.54	**6.57**	4.03	2.54	**6.57**	N/A	N/A	**N/A**

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Seat Management Services

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.46	Add Casual Carrying Case															
001.2.46.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.98	1.81	**5.79**	3.98	1.81	**5.79**	N/A	N/A	**N/A**
001.2.46.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	1.99	1.08	**3.07**	1.99	1.08	**3.07**	N/A	N/A	**N/A**
001.2.46.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	1.33	0.84	**2.16**	1.33	0.84	**2.16**	N/A	N/A	**N/A**
001.2.47	Add Deluxe Carrying Case															
001.2.47.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.97	3.62	**11.59**	7.97	3.62	**11.59**	N/A	N/A	**N/A**
001.2.47.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.99	2.16	**6.14**	3.99	2.16	**6.14**	N/A	N/A	**N/A**
001.2.47.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.66	1.67	**4.33**	2.66	1.67	**4.33**	N/A	N/A	**N/A**
001.2.48	Add Kensington Saddlebag															
001.2.48.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	6.38	2.90	**9.27**	6.38	2.90	**9.27**	N/A	N/A	**N/A**
001.2.48.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.19	1.73	**4.92**	3.19	1.73	**4.92**	N/A	N/A	**N/A**
001.2.48.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.13	1.34	**3.47**	2.13	1.34	**3.47**	N/A	N/A	**N/A**
001.2.49	Add Solo Mini-Docking Station															
001.2.49.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	16.02	7.28	**23.30**	16.02	7.28	**23.30**	N/A	N/A	**N/A**
001.2.49.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.02	4.34	**12.36**	8.02	4.34	**12.36**	N/A	N/A	**N/A**
001.2.49.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.35	3.36	**8.71**	5.35	3.36	**8.71**	N/A	N/A	**N/A**
001.2.50	Add Port Replicator															
001.2.50.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.06	3.66	**11.71**	8.06	3.66	**11.71**	N/A	N/A	**N/A**
001.2.50.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.03	2.18	**6.21**	4.03	2.18	**6.21**	N/A	N/A	**N/A**
001.2.50.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.69	1.69	**4.38**	2.69	1.69	**4.38**	N/A	N/A	**N/A**
001.2.51	Add Solo 9300 Docking Station															
001.2.51.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	24.08	10.94	**35.01**	24.08	10.94	**35.01**	N/A	N/A	**N/A**
001.2.51.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.05	6.52	**18.57**	12.05	6.52	**18.57**	N/A	N/A	**N/A**
001.2.51.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.04	5.06	**13.09**	8.04	5.06	**13.09**	N/A	N/A	**N/A**

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.52	Add Solo 9300 Port Replicator															
001.2.52.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	11.99	5.45	**17.44**	11.99	5.45	**17.44**	N/A	N/A	**N/A**
001.2.52.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	6.00	3.25	**9.25**	6.00	3.25	**9.25**	N/A	N/A	**N/A**
001.2.52.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.00	2.52	**6.52**	4.00	2.52	**6.52**	N/A	N/A	**N/A**
001.2.53	Add Solo Auto/Airline Adapter															
001.2.53.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	7.97	3.62	**11.59**	7.97	3.62	**11.59**	N/A	N/A	**N/A**
001.2.53.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.99	2.16	**6.14**	3.99	2.16	**6.14**	N/A	N/A	**N/A**
001.2.53.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.66	1.67	**4.33**	2.66	1.67	**4.33**	N/A	N/A	**N/A**
001.2.54	Add Additional Li-ion Battery Pack															
001.2.54.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	12.08	5.49	**17.57**	12.08	5.49	**17.57**	N/A	N/A	**N/A**
001.2.54.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	6.05	3.27	**9.32**	6.05	3.27	**9.32**	N/A	N/A	**N/A**
001.2.54.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.03	2.54	**6.57**	4.03	2.54	**6.57**	N/A	N/A	**N/A**
001.2.55	Add Tower to Rack Conversion Kit, 5U															
001.2.55.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	33.56	15.25	**48.81**
001.2.55.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	16.80	9.09	**25.89**
001.2.55.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	11.20	7.05	**18.25**
001.2.56	Add 2nd PIII Xeon 800MHz Processor															
001.2.56.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	310.13	140.90	**451.03**
001.2.56.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	155.25	83.98	**239.23**
001.2.56.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	103.50	65.13	**168.63**
001.2.57	Add 2nd PIII 800MHz Processor															
001.2.57.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.57.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**
001.2.57.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**

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Seat Management Services

		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	**ACQUISITION**															
001.2.58	External 104 keyboard/mouse															
001.2.58.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	4.02	1.83	**5.85**	4.02	1.83	**5.85**	N/A	N/A	**N/A**
001.2.58.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.01	1.09	**3.10**	2.01	1.09	**3.10**	N/A	N/A	**N/A**
001.2.58.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	1.34	0.84	**2.19**	1.34	0.84	**2.19**	N/A	N/A	**N/A**
001.2.59	24 U Rack / Cabinet															
001.2.59.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	160.86	73.08	**233.94**
001.2.59.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	80.52	43.56	**124.08**
001.2.59.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	53.68	33.78	**87.46**
001.2.60	7 U Drawer															
001.2.60.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	16.09	7.31	**23.41**
001.2.60.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	8.06	4.36	**12.41**
001.2.60.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.37	3.38	**8.75**
001.2.61	8 U Cover Panel															
001.2.61.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.55	2.52	**8.08**
001.2.61.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	2.78	1.50	**4.28**
001.2.61.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	1.85	1.17	**3.02**
001.2.62	Keyboard Tray Rack															
001.2.62.1	1 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	10.76	4.89	**15.64**
001.2.62.2	2 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	5.39	2.91	**8.30**
001.2.62.3	3 yr. Refresh	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	3.59	2.26	**5.85**

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		DG			DW			PG			PW			S		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
001	ACQUISITION															
001.3	SERVICE LEVEL SPECIFICATION	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
001.4	APPROPRIATE PATCH CORD	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
001.5	SURGE PROTECTOR	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
001.6	SOFTWARE IMAGE (OS/DRIVERS)	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
001.7	ORDER TRACKIN G SURVEY SYSTEM	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**

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B.2   Optional Seat Management Services Hardware Prices

B.2.1   Seat Management Services Catalog Items

Section	CLIN	Classification (DG, DW, PG, PW, Other)	Function	Description	Model #	Manufacturer Part #	Seat Price Per Month		
							1 Year Tech Refresh	2 Year Tech Refresh	3 Year Tech Refresh
Iomega	CAT003A	Drive	Storage	JAZ 2GB SCSI Ext.	JAZ2GB-E	13047	$57.31	$36.47	$30.39
	CAT003B	Drive	Storage	JAZ 2GB SCSI Int.	JAZ2GB-I	13046	$57.31	$36.47	$30.39
	CAT003C	Drive	Storage	Clik! PC Card	Clik!PC	12023	$32.39	$20.61	$17.18
	CAT003D	Drive	Storage	Clik! Mobile	Clik!Mobile	12021	$32.37	$20.60	$17.17
	CAT003E	Drive	Storage	ZIP 250 External Parallel Port	ZIP250	10918	$26.74	$17.02	$14.18
	CAT003F	Drive	Storage	ZIP 250 External SCSI	ZIP250	10933	$26.74	$17.02	$14.18
	CAT003G	Drive	Storage	ZIP 250 External USB/PCMCIA	ZIP250	11172	$28.32	$18.02	$15.02
APC	CAT006A	Power	Surge	Personal SurgeArrest, 3 Outlet w/Telco	Per3T	Per3T	$3.15	$2.00	$1.67
	CAT006B	Power	Surge	Personal SurgeArrest, 7 Outlet w/Telco	Per7T	Per7T	$3.10	$1.97	$1.65
	CAT006C	Power	Surge	Professional SurgeArrest, 7 Outlet w/Telco	Pro7T	Pro7T	$5.00	$3.18	$2.65
	CAT006D	Power	Surge	Professional SurgeStation 8T2, 8 Outlet w/Telco	Pro8T2	Pro8T2	$5.56	$3.54	$2.95
	CAT006E	Power	Surge	PowerManager 6T, 6 Outlet w/Telco	Pow6T	Pow6T	$10.92	$6.95	$5.79
	CAT006F	Power	Surge	SurgeArrest Notebook Pro w/Telco	PNotePro	PNotePro	$4.44	$2.83	$2.36
	CAT006B	Power	Surge	Personal SurgeArrest, 7 Outlet w/Telco	Per7T	Per7T	$3.10	$1.97	$1.65
3COM	CAT013A	Modem		USR 56K V.90 External Fax Modem		005686-03	$18.87	$12.01	$10.01
	CAT013B	Modem		USR 56K V.90 External Voice/Fax Modem		005605-00	$21.78	$13.86	$11.55
Desktop and Laptop Software Integration at Contractor Site	CAT068A1	Service	Ship all systems at one time	1 Standard Image & Configuration (20-50 Systems Identical Systems)			$8.60	$5.27	$4.30
	CAT068A2			1 Standard Image & Configuration (51-100 Systems Identical Systems)			$5.19	$3.18	$2.60
	CAT068A3			1 Standard Image & Configuration (101+ Systems Identical Systems)			$4.34	$2.66	$2.17
	CAT068A4			2-4 Standard Image & Configuration (20-50 Systems Identical Systems)			$8.60	$5.27	$4.30
	CAT068A5			2-4 Standard Image & Configuration (51-100 Systems Identical Systems)			$6.90	$4.23	$3.45
	CAT068A6			2-4 Standard Image & Configuration (101+ Systems Identical Systems)			$6.05	$3.71	$3.02
	CAT068A7	Service	Ship all systems over three month period	1 Standard Image & Configuration (20-50 Systems Identical Systems)			$8.60	$5.27	$4.30
	CAT068A8			1 Standard Image & Configuration (51-100 Systems Identical Systems)			$6.05	$3.71	$3.02
	CAT068A9			1 Standard Image & Configuration (101+ Systems Identical Systems)			$5.19	$3.18	$2.60
	CAT068A10			2-4 Standard Image & Configuration (20-50 Systems Identical Systems)			$8.60	$5.27	$4.30
	CAT068A11			2-4 Standard Image & Configuration (51-100 Systems Identical Systems)			$7.75	$4.75	$3.88
	CAT068A12			2-4 Standard Image & Configuration (101+ Systems Identical Systems)			$6.90	$4.23	$3.45
Margi	CAT069A	Video	Digital	"Display -to-Go" Digital Video PCMCIA Card		90007	$37.79		
MicroSolutions	CAT070A	Drive	Storage	BackPack 8.2GB Parallel Port Hard Drive	BackPack	152060	$37.96		
	CAT070B	Drive	Storage	BackPack Ext. CD-RW Parallel/PCMCIA Drive	BackPack	191100	$42.02		
Amacom	CAT071A	Drive	Storage	Amacom FlipDisk 4GB	4GB	FD4000	$57.19		
	CAT071B	Drive	Storage	Amacom FlipDisk 6GB	6GB	FD6000	$71.04		
	CAT071C	Drive	Storage	Amacom FlipDisk 10GB	10GB	FD10000	$89.80		
	CAT071D	Drive	Storage	Amacom FlipDisk 12GB	12GB	FD12000	$98.72		
	CAT071E	Drive	Storage	Amacom FlipDisk 18GB	18GB	FD18000	$116.02		
	CAT071F	Drive	Storage	Amacom FlipDisk Parallel Kit	PAR	FDPARCABLE	$4.35		

General Price Notes:
- Installation / Deinstallation Charges (Add or Change / Deinstall) apply to all products if installation/deinstallation is required by COV.
- All optional items identified in B.2 fall under Service Level 4, unless appropriate uplifts are ordered.
- Uplift to Service Level 1 adds 5% to monthly charge.
- Uplift to Service Level 1 adds 10% to monthly charge.

B.2.2   Seat Management Services Incidental Parts

Section	CLIN	Part Description	Unit	Unit Price
Premise Wiring*	INP001A	2 CAT5 – Labor & Material-High Bay	Each	$338.75
	INP001B	2 CAT5 – Labor & Material-Low Bay	Each	$210.03
	INP001C	2 CAT5 – Reuse-High Bay	Each	$184.96
	INP001D	2 CAT5 – Reuse-Low Bay	Each	$130.08
	INP001E	1 CAT3 – Labor & Material-High Bay	Each	$168.70
	INP001F	1 CAT3 – Labor & Material-Low Bay	Each	$138.21
	INP001G	1 CAT3 – Reuse-High Bay	Each	$111.11
	INP001H	1 CAT3 – Reuse-Low Bay	Each	$81.30
	INP001I	1 CAT5 – Labor & Material-High Bay	Each	$191.06
	INP001J	1 CAT5 – Labor & Material-Low Bay	Each	$158.54
	INP001K	1 CAT5 – Reuse-High Bay	Each	$113.82
	INP001L	1 CAT5 – Reuse-Low Bay	Each	$86.72
	INP001M	Black Box Special – High Bay	Each	$404.47
	INP001N	Black Box Special – Low Bay	Each	$339.43
	INP001O	Black Box Special – Reuse-High Bay	Each	$213.41
	INP001P	Black Box Special – Reuse-Low Bay	Each	$159.89
	INP001Q	Black Box Standard – Labor & Material	Each	$331.30
	INP001R	Black Box Standard – Labor & Material	Each	$266.26
	INP001S	Black Box Standard – Reuse-High Bay	Each	$186.99
	INP001T	Black Box Standard – Reuse-Low Bay	Each	$132.11
	INP001U	Thin Ethernet Coax – Labor & Material-High Bay	Each	$276.42
	INP001V	Thin Ethernet Coax – Labor & Material-Low Bay	Each	$373.98
	INP001W	Thin Ethernet Coax – Labor / Foot	Foot	$1.02
	INP001X	Thin Ethernet Coax – Labor & Material / Foot	Foot	$1.76
	INP001Y	Thin Ethernet Coax – Reuse-High Bay	Each	$135.30
	INP001Z	Thin Ethernet Coax – Reuse-Low Bay	Each	$140.92
	INP001AA	1 ACO Reuse-High Bay	Each	$327.23
	INP001AB	1 ACO Reuse-Low Bay	Each	$260.16
	INP001AC	2 CAT5 – Labor & Material-High Bay	Each	$182.93
	INP001AD	2 CAT5 – Labor & Material-Low Bay	Each	$129.31
	INP001AE	Special Premise Wire – 1 CAT3 & 2 CAT5-High Bay	Each	$340.11
	INP001AF	Special Premise Wire – 1 CAT3 & 2 CAT5-Low Bay	Each	$307.59
	INP001AG	Special Premise Wire Reuse – 1 CAT3 & 2 CAT5-High Bay	Each	$169.38
	INP001AH	Special Premise Wire Reuse – 1 CAT3 & 2 CAT5-Low Bay	Each	$142.28
	INP001AI	Standard Premise Wire Reuse – 1 CAT3 & 1 CAT5-Low Bay	Each	$117.89
	INP001AJ	Standard Premise Wire – 1 CAT3 & 1 CAT5-High Bay	Each	$282.52
	INP001AK	Standard Premise Wire – 1 CAT3 & 1 CAT5-Low Bay	Each	$146.00
	INP001AL	Standard Premise Wire Reuse – 1 CAT3 & 1 CAT5-High Bay	Each	$144.31
	INP001AM	327X Coax Labor / Foot	Foot	$1.00
	INP001AN	327X Coax – Labor & Material-High Bay	Each	$471.54
	INP001AO	327X Coax – Labor & Material-Low Bay	Each	$439.02
	INP001AP	327X Coax Labor & Material / Foot	Foot	$1.96
	INP001AQ	327X Coax – Reuse-High Bay	Each	$184.10
	INP001AR	327X Coax – Reuse-Low Bay	Each	$157.06
Wiring Closet Unit Pricing	INP002A	Wiring Closet – Add 96 Fiber Panel	Each	$5,223.53
	INP002B	Wiring Closet – Add 24 Port Patch	Each	$335.36
	INP002C	Wiring Closet – Add 19" Relay Rack	Each	$632.79
	INP002D	Wiring Closet – Add Shelf	Each	$161.25
	INP002E	Wiring Closet – Standard Install	Each	$4,735.73

	INP002F	Wiring Closet – Add Table	Each	$158.54
	INP002G	19" x 7' Relay Rack – Aluminum	Each	$554.20

Section	CLIN	Part Description	Unit	Unit Price
User Activation Unit Pricing	INP003A	User Activation – >32 ASCII Connections	Each	$28.64
	INP003B	User Activation – 16 ASCII Connections	Each	$51.63
	INP003C	User Activation – 32 ASCII Connections	Each	$36.59
	INP003D	User Activation – >32 LAN Connections	Each	$32.52
	INP003E	User Activation – 16 LAN Connections	Each	$51.63
	INP003F	User Activation – 32 LAN Connections	Each	$36.29
	INP003G	User Activation – >32 SNA Connections	Each	$46.22
	INP003H	User Activation – 16 SNA Connections	Each	$69.11
	INP003I	User Activation – 32 SNA Connections	Each	$53.86
Hardware Equipment Installation Unit Pricing	INP004A	Equipment Install – > One Card Addition	Each	$204.61
	INP004B	Equipment Install – One Card Addition	Each	$227.64
	INP004C	Equipment Install – Class 1 > One Device	Each	$388.21
	INP004D	Equipment Install – Class 1 One Device	Each	$436.31
	INP004E	Equipment Install – Class 2 > One Device	Each	$1,310.29
	INP004F	Equipment Install – Class 2 One Device	Each	$1,352.29
	INP004G	Equipment Install – > One LAN Switch	Each	$467.48
	INP004H	Equipment Install – One LAN Switch	Each	$467.48
	INP004I	Equipment Install – > One Master Concentrator	Each	$467.48
	INP004J	Equipment Install – One Master Contentrator	Each	$467.48
	INP004K	Equipment Install – Simple > One Device	Each	$307.59
	INP004L	Equipment Install – Simple One Device	Each	$398.37
	INP004M	Equipment Install – > One Slave Concentrator	Each	$388.89
	INP004N	Equipment Install – One Slave Contentrator	Each	$388.89
	INP004O	Equipment Install – > One SNA Controller	Each	$768.29
	INP004P	Equipment Install – One SNA Controller	Each	$768.29
	INP004Q	Equipment Install – > One SNA Mux	Each	$676.15
	INP004R	Equipment Install – One SNA Mux	Each	$676.15
	INP004S	Equipment Install – > One Wiring Hub	Each	$351.62
	INP004T	Equipment Install – One Wiring Hub	Each	$376.01
Hardware Equipment Removal Unit Pricing	INP005A	Equipment Removal – Card	Each	$67.07
	INP005B	Equipment Removal – Class 1 Device	Each	$390.24
	INP005C	Equipment Removal – Class 2 Device	Each	$575.88
	INP005D	Equipment Removal – Concentrator	Each	$114.84
	INP005E	Equipment Removal – SNA Mux	Each	$109.76
	INP005F	Equipment Removal – Simple Device	Each	$172.09
	INP005G	Equipment Removal – Concentrator	Each	$104.34
	INP005H	Equipment Removal – SNA Controller	Each	$170.73
	INP005I	Equipment Removal – LAN Switch	Each	$170.73
	INP005J	Equipment Removal – Wiring Hub	Each	$109.76
Physical Engineering Unit Pricing – Fiber Projects	INP006A	Physical Engineering – Intra-Building Fiber <1000'		
	INP006B	Physical Engineering – Intra-Building Fiber >1000'	Hour	$135.50
	INP006C	Physical Engineering – Inter-Building Fiber <1000'	Hour	$269.65
	INP006D	Physical Engineering – Inter-Building Fiber >1000'	Hour	$121.95
	INP006E	Physical Engineering – T&M per Hour	Hour	$243.90
	INP006F	Physical Engineering – Project < 10 Stations	Hour	$134.15
	INP006G	Physical Engineering – Project 11-50 Stations	Hour	$134.15

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Section	CLIN	Part Description	Unit	Unit Price
	INP006H	Physical Engineering – Project over 50 Stations	Hour	$216.80

Section	CLIN	Part Description	Unit	Unit Price
Wire Mold & Materials	INP007A	1" plastic wire mold – 2 piece per foot	Foot	$5.58
	INP007B	1.5" plastic wire mold – 2 piece per foot	Foot	$6.48
	INP007C	2" plastic wire mold – 2 piece per foot	Foot	$9.42
	INP007D	4" plastic wire mold – 2 piece per foot	Foot	$12.60
	INP007E	1" plastic wire mold – hinged per foot	Foot	$20.18
	INP007F	Plastic Wire Mold – End Cap	Foot	$4.74
	INP007G	Materials Used – Non-standard Pricing	Each	$2.56
Fiber Optic Cable	INP008A	12 Strand Fiber Optic Cable Labor	Foot	$3.63
	INP008B	24 Strand Fiber Optic Cable Material	Foot	$2.64
	INP008C	24 Strand Fiber Optic Cable Labor	Foot	$7.11
	INP008D	36 Strand Fiber Optic Cable Material	Foot	$2.64
	INP008E	36 Strand Fiber Optic Cable Labor	Foot	$12.40
Innerduct	INP009A	Wired innerduct – 1 inch – Labor	Foot	$3.86
	INP009B	Wired innerduct – 2 inch – Material	Foot	$2.78
	INP009C	Wired innerduct – 2 inch – Labor	Foot	$7.59
	INP009D	Wired innerduct – 1 inch – Material	Foot	$2.34
Fiber Optic Cable Connectors	INP010A	Unicam Connector – Labor	Each	$26.26
	INP010B	Fusion Splice – 12 Fiber Cable	Each	$22.36
	INP010C	Fusion Splice – 24 Fiber Cable	12 Fusions	$365.85
	INP010D	Fusion Splice – 36 Fiber Cable	24 Fusions	$623.30
Fiber Optic Cable Enclosures	INP011A	Material – Splice Enclosure-Seicor SC2-002	N/A	$-
	INP011B	Material – Splice Enclosure-Seicor SC2-000	Each	$627.37
	INP011C	CPC Enclosure – Material	Each	$560.97
	INP011D	CPC Enclosure – Labor	Each	$1,073.16
	INP011E	FDC Enclosure – Material	Each	$115.18
	INP011F	FDC Enclosure – Labor	Each	$3,243.87
	INP011G	CPM 96 Rack – Mount Distribution Center	Each	$169.38
Fiber Optic to Workstation	INP012A	Fiber To Over 50 Stations- 1 Fib, 1 CAT3, 1 UTS, 8 ST-Low Bay	Each	$1,735.76
	INP012B	Fiber To 11-50 Stations - 1 Fib, 1 CAT3, 1 UTS, 8 ST-High Bay	Each	$1,682.91
	INP012C	Fiber To 11-50 Stations - 1 Fib, 1 CAT3, 1 UTS, 8 ST-Low Bay	Each	$1,609.74
	INP012D	Fiber To 10 or Less Stations - 1 Fib, 1 CAT3, 1 UTS, 8 ST-High Bay	Each	$1,524.38
	INP012E	Fiber To 10 or Less Stations - 1 Fib, 1 CAT3, 1 UTS, 8 ST-Low Bay	Each	$1,504.05

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Section	CLIN	Part Description	Unit	Unit Price

B.2.3   Training

Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Windows 95/98/NT/2000	TRC001A	120	Foundations of Computing	$29.43
	TRC001B	503.5	Microsoft Windows 2000 Professional for the Experienced Windows 95/98 or NT User	$29.43
	TRC001C	504.5	Microsoft Windows 2000-Concepts and Basic Uses	$29.43
	TRC001D	505.5	Microsoft Windows 2000-Becoming a More Productive Windows 2000 User	$29.43
	TRC001E	499.98	Windows 98-MS Win 98 for the Experienced Windows 95 User	$21.92
	TRC001F	500.98	Windows 98-Concepts and Basic Uses	$29.43
	TRC001G	501.98	Windows 98-Becoming a More Productive Windows 98 User	$29.43
	TRC001H	495	Windows 95-Concepts and Basic Uses	$29.43
	TRC001I	496	Windows 95-Becoming Productive in the Win95 Environment	$21.92
	TRC001J	439.4	Microsoft Windows NT 4.0 Workstation-Concepts and Basic Uses	$32.56
	TRC001K	440.4	Microsoft Windows NT 4.0 Workstation-Intermediate Features	$21.92
	TRC001L	510.6	Red Hat Linux 6.0-Concepts and Basic Uses	$32.56
Microsoft Office	TRC002A	909.9	Microsoft Office 2000-What's New and Different?	$21.92
	TRC002B	910.9	Microsoft Office 2000-Integrating Microsoft Office Documents	$32.56
	TRC002C	911.9	Microsoft Office 2000-Collaborating More Effectively Using Microsoft Tools	$32.56
	TRC002D	909.97	Microsoft Office 97-What's New and Different?	$32.56
	TRC002E	910.97	Microsoft Office 97-Concepts and Basic Uses	$32.56
Word Processing	TRC003A	620.9	Microsoft Word 2000-Concepts and Basic Uses	$29.43
	TRC003B	621.9	Microsoft Word 2000-Intermediate Features	$29.43
	TRC003C	622.9	Microsoft Word 2000-Advanced Features	$32.56
	TRC003D	624.9	Microsoft Word 2000-Creating Simple Publications: Newsletters, Flyers and Brochures	$21.92
	TRC003E	625.9	Microsoft Word 2000-Creating Manuals, Books and Catalogs	$21.92
	TRC003F	626.9	Microsoft Word 2000-Creating Printed and Electronic Forms	$21.92
	TRC003G	620.97	Microsoft Word 97-Concepts and Basic Uses	$29.43
	TRC003H	621.97	Microsoft Word 97-Intermediate Features	$29.43
	TRC003I	622.97	Microsoft Word 97-Advanced Features	$32.56
	TRC003J	620.7	MS Word 7.0 for Win 95 -Concepts and Basic Uses	$29.43
	TRC003K	621.7	MS Word 7.0 for Win 95 -Intermediate Features	$29.43
	TRC003L	622.7	MS Word 7.0 for Win 95 -Advanced Features	$32.56
Corel WordPerfect	TRC004A	640.9	Corel WordPerfect 9.0-Concepts and Basic Uses	$29.43
	TRC004B	641.9	Corel WordPerfect 9.0-Intermediate Features	$29.43
	TRC004C	642.9	Corel WordPerfect 9.0-Advanced Features	$32.56
	TRC004D	640.8	WordPerfect 8.0-Concepts and Basis Uses	$29.43
	TRC004E	641.8	WordPerfect 8.0-Intermediate Features	$29.43
	TRC004F	642.8	WordPerfect 8.0-Advanced Features	$32.56
	TRC004G	640.7	WordPerfect 7.0-Concepts and Basic Uses	$29.43
	TRC004H	641.7	WordPerfect 7.0-Intermediate Features	$29.43
	TRC004I	642.7	WordPerfect 7.0-Advanced Features	$32.56
Electronic Spreadsheets	TRC005A	537.9	Microsoft Excel 2000-Concenpts and Basic Uses	$29.43
	TRC005B	538.9	Microsoft Excel 2000-Intermediate Features	$29.43
	TRC005C	539.9	Microsoft Excel 2000-Advanced Features	$32.56
	TRC005D	540.9	Microsoft Excel 2000-Creating Business Charts	$32.56
	TRC005E	541.9	Microsoft Excel 2000-Introduction to Application Development Using VBA	$68.88
	TRC005F	537.97	Microsoft Excel 97-Concepts and Basic Uses	$29.43
	TRC005G	538.97	Microsoft Excel 97-Intermediate Features	$29.43
	TRC005H	539.97	Microsoft Excel 97-Advanced Features	$32.56
	TRC005I	540.97	Microsoft Excel 97-Creating Business Charts	$32.56
	TRC005J	541.97	Microsoft Excel 97-Introduction to Application Development Using VBA	$68.88
	TRC005K	537.7	MS Excel 7.0-Concepts and Basic Uses	$29.43
	TRC005L	538.7	MS Excel 7.0-Intermediate Features	$29.43
	TRC005M	539.7	MS Excel 7.0-Advanced Features	$32.56
	TRC005N	556.9	Quattro Pro 9.0-Level 1: Spreadsheets	$32.56

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	TRC0050	557.9	Quattro Pro 9.0-Level 2: Databases and Graphs	$32.56
	TRC005P	556.8	Quattro Pro for 8.0-Level 1: Spreadsheets	$32.56
	TRC005Q	557.8	Quattro Pro 8.0-Level 2: Database and Graphs	$32.56
	TRC005R	397.95	Lotus 1-2-3 Millennium R9.5-Level 1: Worksheets	$32.56
	TRC005S	398.95	Lotus 1-2-3 Millennium R9.5-Level 2: Charting & Organizing Data	$32.56
	TRC005T	399.95	Lotus 1-2-3 Millennium R9.5-Level 3: Advanced Concepts	$32.56

Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Database Management Systems	TRC006A	256	Database Design-Designing Better Databases	$32.56
	TRC006B	800.9	Microsoft Access 2000-Concepts and Basic Uses	$29.43
	TRC006C	801.9	Microsoft Access 2000-Intermediate Features	$29.43
	TRC006D	802.9	Microsoft Access 2000-Advanced Features	$32.56
	TRC006E	803.9	Microsoft Access 2000-Creating Reports	$32.56
	TRC006F	800.97	Microsoft Access 97-Concepts and Basic Uses	$29.43
	TRC006G	801.97	Microsoft Access 97-Intermediate Features	$29.43
	TRC006H	802.97	Microsoft Access 97-Advanced Features	$32.56
	TRC006I	803.97	Microsoft Access 97-Creating Reports	$32.56
	TRC006J	800.7	MS Access 7.0-Concepts and Basic Uses	$29.43
	TRC006K	801.7	MS Access 7.0-Intermediate Features	$29.43
	TRC006L	802.7	MS Access 7.0-Advanced Features	$32.56
	TRC006M	800.2	Microsoft Access 2.0-Concepts and Basic Uses	$29.43
	TRC006N	210.9	Paradox 9.0-Concepts and Basic Uses	$32.56
	TRC006O	212.9	Paradox 9.0-Advanced Features	$32.56
	TRC006P	210.8	Paradox 8.0-Concepts and Basic Uses	$29.43
	TRC006Q	212.8	Paradox 8.0-Advanced Features	$29.43
	TRC006R	287.95	Approach Millennium Ed. R9.5-Concepts and Basic Uses	$32.56
	TRC006S	226.7	Visual dBase 7.0-Level 1	$32.56
	TRC006T	815.5	FileMaker Pro 5.0-Concepts and Basic Uses	$29.43
	TRC006U	816.5	FileMaker Pro 5.0-Intermediate Features	$32.56
	TRC006V	817.5	FileMaker Pro 5.0-Advanced Features	$32.56
	TRC006W	580.41	File Maker Pro 4.1-Concepts and Basic Uses	$32.56
	TRC006X	581.41	File Maker Pro 4.1-Intermediate Features	$32.56
	TRC006Y	582.41	File Maker Pro 4.1-Advanced Features	$32.56
	TRC006Z	807.7	Crystal Reports 7.0-Concepts and Basic Uses	$68.88
	TRC006AA	808.7	Crystal Reports 7.0-Advanced Features	$32.56
Project Management	TRC007A	570.98	Microsoft Project 98-Concepts and Principles of Proj Mgmt	$68.88
	TRC007B	571.98	Microsoft Project 98-Intermediate Features	$68.88
	TRC007C	570.41	Microsoft Project 4.1-Concepts and Principles of Proj Mgmt	$68.88
	TRC007D	571.41	Microsoft Project 4.1-Proj Mgmt Optimization Techniques	$68.88
Information Management	TRC008A	278.5	Act! 2000-Concepts and Basic Uses	$32.56
	TRC008B	279.5	Act! 2000-Advanced Features	$32.56
	TRC008C	278.4	Act! 4.0-Concepts and Basic Uses	$32.56
	TRC008D	279.4	Act! 4.0-Advanced Features	$32.56
Publishing/Graphics/Presentations	TRC009A	361.65	PageMaker Plus 6.5-Concepts and Basic Uses	$103.32
	TRC009B	362.65	PageMaker Plus 6.5-Intermediate Features	$68.88
	TRC009C	366.1	InDesign 1.0-Electronic & Print Publishing	$32.56
	TRC009D	367.1	InDesign 1.0-Type Design	$32.56
	TRC009E	356.9	Microsoft Publisher 2000-Concents and Basic Uses	$32.56
	TRC009F	395.4	QuarkXPress 4.0-Concepts and Basic Uses	$68.88
	TRC009G	396.4	QuarkXPress 4.0-Advanced Features	$37.57
	TRC009H	702.9	CorelDraw 9.0-Concepts and Basic Uses	$68.88
	TRC009I	580.5	Adobe PhotoShop 5.x-Concepts and Basic Uses	$103.32
	TRC009J	570.8	Adobe Illustrator 8.0-Concepts and Basic Uses	$68.88
	TRC009K	775.9	Microsoft PowerPoint 2000-Concepts and Basic Uses	$29.43
	TRC009L	776.9	Microsoft PowerPoint 2000-Intermediate Features	$32.56
	TRC009M	775.97	Microsoft PowerPoint 97-Concepts and Basic Uses	$29.43
	TRC009N	776.97	Microsoft PowerPoint 97-Intermediate Features	$29.43
	TRC009O	775.7	PowerPoint 7.0-Concepts and Basic Uses	$29.43
	TRC009P	776.7	PowerPoint 7.0-Intermediate Features	$29.43

TRC009Q	778.5	Visio Professional 5.0-Concepts and Basic Uses	$37.57
TRC009R	779.5	Visio Professional 5.0-Advanced Features	$32.56
TRC009S	792.9	Corel Presentations 9.0-Concents and Basic Uses	$32.56
TRC009T	798.97	Presentations Seminar-Electronic Presentations: Tools, Tips & Techniques	$29.43
TRC009U	700.98	Harvard Graphics 98-Introduction	$29.43
TRC009V	701.98	Harvard Graphics 98-Advanced Features	$29.43
TRC009W	795.9X	Freelance Graphics Millennium Edition-Concepts and Basic Uses	$29.43
TRC009X	796.9X	Freelance Graphics Millennium Edition-Intermediate Features	$29.43

Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Languages/Programming	TRC010A	900.6	Visual Basic 6.0 Professional Edition-Concepts and Basic Uses	$112.09
Novel Certification Training	TRC011A	560NOV	NetWare 5: Administration	$249.85
	TRC011B	565NOV	NetWare 5: Networking Technologies	$112.09
	TRC011C	570NOV	NetWare 5: Advanced Administration	$249.85
	TRC011D	575NOV	NetWare 5: Design and Implementation	$149.66
	TRC011E	580NOV	Service and Support	$249.85
	TRC011F	520NOV	IntraNetWare 4.11: Administration	$265.47
	TRC011G	525NOV	IntraNetWare 4.11: Advanced Features	$249.85
	TRC011H	555NOV	IntraNetWare: Integrating Windows NT	$159.02
	TRC011I	350NOV	GroupWise 5: Administration	$159.02
	TRC011J	352NOV	GroupWise 5 Advanced Administration	$105.79
	TRC011K	354NOV	GroupWise Net Access and Connectivity	$149.66
	TRC011L	356NOV	GroupWise 4 to GroupWise 5 Update	$105.79
	TRC011M	730NOV	Network Management Using Manage Wise	$149.66
	TRC011N	780NOV	Workstation Management with ZENworks	$99.57
	TRC011O	529NOV	NetWare 4.11 to NetWare 5 Update	$249.85
Microsoft Certification Training	TRC012A	688MS	Internetworking Microsoft TCP/IP in Microsoft Windows NT 4.0	$234.83
	TRC012B	689MS	Supporting Microsoft Windows NT Server 4.0 Enterprise Technologies	$234.83
	TRC012C	803MS	Administering MS Windows NT 4.0	$140.90
	TRC012D	804MS	MCSE + Internet Bootcamp	$450.24
	TRC012E	827MS	Administering Microsoft Systems Management Server 2.0	$140.90
	TRC012G	828MS	Deploying and Supporting Microsoft Systems Management Server 2.0	$266.14
	TRC012H	832MS	System Administration of Microsoft SQL Server 7.0	$234.83
	TRC012I	833MS	Implementing a Database Design on Microsoft SQL Server 7.0	$234.83
	TRC012J	836MS	Secure Web Access Using Microsoft Proxy Server 2.0	$106.45
	TRC012K	922MS	Supporting Microsoft Windows NT 4.0 Core Technologies	$234.83
	TRC012L	936MS	Creating and Managing a Web Server Using Microsoft Internet Information Server 4.0	$140.90
	TRC012M	937MS	Microsoft Exchange Server 5.5 Series -Design and Implementation	$234.83
	TRC012N	1009MS	Mastering Web Site Fundamentals	$234.83
	TRC012O	1013MS	Mastering Visual Basic 6.0 Development	$234.83
	TRC012P	1016MS	Mastering Enterprise Development Using Microsoft Visual Basic 7	$234.83
Microsoft Certification Training	TRC012Q	1017MS	Mastering Web Application Development Using Microsoft Visual InterDev 6.0	$234.83
	TRC012R	1303MS	Mastering Microsoft Visual Basic 6 Fundamentals	$234.83
	TRC012S	1502MS	Data Warehousing Using Microsoft SQL Server 7.1	$266.14
	TRC012T	1556MS	Administering Microsoft Windows 2000	$140.90
	TRC012U	1557MS	Installing and Configuring a Microsoft Windows 2000 Network	$234.83
	TRC012V	1558MS	Advanced Administration for Microsoft Windows 2000	$140.90
	TRC012W	1560MS	Upgrading Support Skills From MS Windows NT Server 4.0to Windows 2000	$234.83
	TRC012X	1561MS	Designing a Microsoft Windows 2000 Director Services Infrastructure	$234.83
	TRC012Y	1562MS	Designing a Microsoft Windows 2000 Networking Services Infrastructure	$187.86
	TRC012Z	1563MS	Designing a Change and Configuration Management Infrastructure for MS Windows 2000 Professional	$140.90
Novell Certified Internet Professional	TRC013A	650NOV	Mastering the Net with Netscape Communicator	$36.95
	TRC013B	600NOV	Internet Business Strategies	$36.95
	TRC013C	654NOV	Web Authoring and Publishing	$65.87
	TRC013D	655NOV	Advanced Web Authoring	$65.87

TRC013E	656NOV	Web Server Management	$105.79
TRC013F	660NOV	Designing Effective Web Sites	$99.57
TRC013G	770NOV	Securing Intranets with Border Manager	$149.66
TRC013H	125	A+ Certification	$212.91

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Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Internet & Web Design	TRC014A	952.5	Microsoft Internet Explorer 5.0-Concepts and Basic Uses	$29.43
	TRC014B	953.5	Microsoft Internet Explorer 5.0-Intermediate Features	$32.56
	TRC014C	950.46	Netscape Communicator 4.6-Concepts and Basic Uses	$29.43
	TRC014D	951.46	Netscape Communicator 4.6-Intermediate Features	$32.56
	TRC014E	955.9	Microsoft FrontPage 2000-Introduction to Web Page Design	$32.56
	TRC014G	956.9	Microsoft FrontPage 2000-Creating a Corporate Web Site	$68.88
	TRC014H	980.9	Microsoft FrontPage 2000-Advanced Features	$37.57
	TRC014I	955.98	Microsoft FrontPage 98-Concepts and Basic Uses	$32.56
	TRC014J	956.98	Microsoft FrontPage 98-Intermediate Features	$32.56
	TRC014K	980.98	Microsoft FrontPage 98-Advanced Features	$37.57
	TRC014L	955.97	Microsoft FrontPage 97-Concepts and Basic Uses	$32.56
	TRC014M	956.97	Microsoft FrontPage 97-Intermediate Features	$32.56
	TRC014N	967.2	DreamWeaver 2.0-Concepts and Basic Uses	$32.56
	TRC014O	965.3	Adobe PageMill 3.0-Concepts and Basic Uses	$32.56
	TRC014P	970	Graphic Concepts for Web Production-Concepts and Basic Uses	$37.57
	TRC014Q	971.4	Adobe Acrobat 4.0-Concepts and Basic Uses	$68.88
	TRC014R	957	Hypertext Markup Language-Concepts and Basic Uses	$29.43
	TRC014S	958	Hypertext Markup Language-Intermediate Features	$32.56
	TRC014T	974	XML-Introduction	$37.57
	TRC014U	978	ColdFusion-Level 1: Creating Database-Driven Web Sites	$37.57
	TRC014V	972	Java Script-Introduction	$43.83
	TRC014W	973	Dynamic HTML-Introduction	$37.57
	TRC014X	959.41	Project Management for Web Site Development	$68.88
	TRC014Y	960.1	Managing Your Web Site	$43.83
Groupware & E-Mail	TRC015A	719.9	Microsoft Outlook 2000-Concepts and Basic Uses	$29.43
	TRC015B	720.9	Microsoft Outlook 2000-Intermediate Features	$32.56
	TRC015C	721.9	Microsoft Outlook 2000-Advanced Features	$32.56
	TRC015D	719.98	Microsoft Outlook 98-Concepts and Basic Uses	$29.43
	TRC015E	720.98	Microsoft Outlook 98-Intermediate Features	$32.56
	TRC015G	721.98	Microsoft Outlook 98-Advanced Features	$32.56
	TRC015H	719.97	Microsoft Outlook 97-Concepts and Basic Uses	$29.43
	TRC015I	720.97	Microsoft Outlook 97-Intermediate Features	$29.43
	TRC015J	721.97	Microsoft Outlook 97-Advanced Features	$32.56
	TRC015K	743.55	Novell GroupWise 5.5-Concepts and Basic Uses	$32.56
	TRC015L	743.52	Novell GroupWise 5.2-Concepts and Basic Uses	$32.56
	TRC015M	707.5	Lotus Notes Domino 5.0-New Features	$32.56
	TRC015N	703.5	Lotus Notes Domino 5.0-Lotus Notes: Mail Features	$32.56
	TRC015O	704.5	Lotus Notes Domino 5.0-Database Features	$32.56
	TRC015P	705.5	Lotus Notes Domino 5.0-Advanced Features	$32.56
	TRC015Q	703.46	Lotus Notes Domino 4.6 Lotus Notes: Concepts and Basic Uses	$32.56
	TRC015R	704.46	Lotus Notes Domino 4.6-Intermediate Features	$32.56
	TRC015S	705.46	Lotus Notes Domino 4.6-Advanced Features	$32.56
	TRC015T	746.7	Microsoft Schedule + -Concepts and Basic Uses	$32.56
	TRC015U	747.4	Microsoft Exchange 4.0-Concepts and Basic Uses	$32.56
	TRC015V	722.4	Eudora Pro 4.0-Concepts and Basic Uses	$32.56

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Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Macintosh	TRC016A	5121.9	Macintosh Operating System 9.0-Concepts and Basic Uses	$32.56
	TRC016B	5121.86	Introduction to the Macintosh Operating System -Concepts and Basic Uses	$29.43
	TRC016C	5620.98	Microsoft Word 98-Concepts and Basic Uses	$29.43
	TRC016D	5621.98	Microsoft Word 98-Intermediate Features	$29.43
	TRC016E	5622.98	Microsoft Word 98-Advanced Features	$32.56
	TRC016G	5910.98	Microsoft Office 98-Concepts and Basic Uses	$32.56
	TRC016H	5537.98	Microsoft Excel 98-Concepts and Basic Uses	$29.43
	TRC016I	5538.98	Microsoft Excel 98-Intermediate Features	$29.43
	TRC016J	5539.98	Microsoft Excel 98-Advanced Features	$32.56
	TRC016K	5361.65	PageMaker 6.5 Plus for the Mac -Concepts and Basic Uses	$103.32
	TRC016L	5362.65	PageMaker 6.5 Plus for the Mac -Intermediate Features	$68.88
	TRC016M	5361.6	PageMaker 6.1 for the Mac-Concepts and Basic Uses	$68.88
	TRC016N	5380.4	QuarkXPress 4.0-Concepts and Basic Uses	$68.88
	TRC016O	5396.4	QuarkXPress 4.0-Advanced Features	$37.57
	TRC016P	5775.98	Microsoft PowerPoint 98-Concepts and Basic Uses	$29.43
	TRC016Q	5776.98	Microsoft PowerPoint 98-Intermediate Features	$29.43
	TRC016R	5750.4	PowerPoint 4.0-Concepts and Basic Uses	$29.43
	TRC016S	5971.4	Adobe Acrobat 4.0-Concepts and Basic Uses	$68.88
	TRC016T	5780	Adobe Photoshop 5.5-Concepts and Basic Uses	$103.32
	TRC016U	5789	Adobe Illustrator 8.0-Concepts and Basic Uses	$68.88
	TRC016V	5801.5	FileMaker Pro for Macintosh 5.0-Concepts and Basic Uses	$32.56
	TRC016W	5801.4	Netscape Communicator 4.6-Intro to the Internet Using Netscape Communicator	$32.56
	TRC016X	5952.5	Internet Explorer 5.0-Concepts and Basic Uses	$32.56
	TRC016Y	5722.4	Eudora Pro 4.0-Concepts and Basic Uses	$32.56
	TRC016Z	5722.41	Eudora Pro 4.1-Concepts and Basic Uses	$32.56

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B.2.4 Computer Based Training

Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Operating Systems	CBT001A	5-CBT-OS-00-Windows-1	(CBT Systems) Using Windows 95	$28.53
	CBT001B	5-CBT-OS-00-OS-2	(CBT Systems) Understanding Other Operating Systems	$171.18
	CBT001C	5-CBT-OS-00-Windows-3	(CBT Systems) Microsoft Windows 95 - Service and Support	$151.80
	CBT001D	5-CBT-AppDev-00-Windows-4	(CBT Systems) Microsoft Windows Architecture	$368.19
	CBT001E	5-CBT-OS-00-UNIX-5	(CBT Systems) UNIX Basics	$245.46
	CBT001F	5-CBT-OS-00-Solaris-6	(CBT Systems) Solarix 2.x	$128.38
	CBT001G	5-CBT-OS-00-HPUX-7	(CBT Systems) HP-UX	$128.38
	CBT001H	5-CBT-OS-00-Solaris-8	(CBT Systems) Solaris 2.5.1 System Administration	$327.28
	CBT001I	5-CBT-AdvTech-00-NT-19	(CBT Systems) Using Windows NT 4.0	$28.53
	CBT001J	5-CBT-AdvTech-00-MSNetwork-20	(CBT Systems) Microsoft Network Essentials	$151.80
	CBT001K	5-CBT-AdvTech-00-NT-21	(CBT Systems) Microsoft Windows NT 4.0	$554.18
	CBT001L	5-CBT-AdvTech-00-IIS-22	(CBT Systems) Implementing and Supporting Microsoft IIS 3.0	$151.80
	CBT001M	5-CBT-AdvTech-00-NT-23	(CBT Systems) Microsoft TCP/IP on Windows NT 4.0	$151.80
	CBT001N	5-CBT-AdvTech-00-Exchange-24	(CBT Systems) Microsoft Exchange Server 5.0	$151.80
	CBT001O	5-CBT-AdvTech-00-Proxy-25	(CBT Systems) Supporting Microsoft Proxy Server 1.0	$151.80
	CBT001P	5-CBT-AdvTech-00-Network-26	(CBT Systems) Networking Technologies	$124.08
	CBT001Q	5-CBT-AdvTech-00-NetWare-27	(CBT Systems) NetWare 4.x Administration	$124.08
	CBT001R	5-CBT-AdvTech-00-NetWare-28	(CBT Systems) NetWare 4.x Advanced Administration	$124.08
	CBT001S	5-CBT-AdvTech-00-NetWare-29	(CBT Systems) NetWare 4.x Installation and Configuration	$124.08
	CBT001T	5-CBT-AdvTech-00-NetWare-30	(CBT Systems) NetWare 4.x Design and Implementation	$124.08
	CBT001U	5-CBT-AdvTech-00-NetWare-31	(CBT Systems) NetWare Service and Support	$124.08
	CBT001V	5-CBT-AdvTech-00-NetWare-32	(CBT Systems) Integrating Windows NT and IntranetWare	$245.46
	CBT001W	5-CBT-AdvTech-00-NetWare-33	(CBT Systems) NetWare TCP/IP Transport	$124.08
Internet Technology	CBT002A	5-CBT-Internet-00-Front Page-35	(CBT Systems) Front Page	$16.15
	CBT002B	5-CBT-Internet-00-Internet-36	(CBT Systems) Internet and Intranet User Skills	$204.55
	CBT002C	5-CBT-Internet-00-Explorer-37	(CBT Systems) Microsoft Internet Explorer 4.0	$32.30
	CBT002D	5-CBT-Internet-00-Netscape-38	(CBT Systems) Netscape Communicator 4.0	$286.37
	CBT002E	5-CBT-Internet-00-Netscape-39	(CBT Systems) Netscape Navigator 4.0 (2 of above 7)	$32.30
	CBT002F	5-CBT-Internet-00-Web-40	(CBT Systems) Web Authoring and Publishing	$171.18
	CBT002G	5-CBT-Internet-00-Web-41	(CBT Systems) Designing Interactive Web Applications	$42.79
	CBT002H	5-CBT-Internet-00-Web-42	(CBT Systems) Advanced Web Authoring	$171.18
	CBT002I	5-CBT-Internet-00-Web-43	(CBT Systems) Internet and Intranet Webmaster Skills	$128.38
	CBT002J	5-CBT-Internet-00-Internet-44	(CBT Systems) Internet and Intranet Infrastructure	$668.56
	CBT002K	5-CBT-Internet-00-Explorer-45	(CBT Systems) Microsoft Internet Explorer 4.0	$390.26
	CBT002L	5-CBT-Internet-00-LiveWire-46	(CBT Systems) LiveWire	$85.59
	CBT002M	5-CBT-Internet-00-Netscape-47	(CBT Systems) Netscape Enterprise Server 3.0	$286.37
	CBT002N	5-CBT-Internet-00-Internet-48	(CBT Systems) Understanding and Applying Internet Concepts	$85.59
	CBT002O	5-CBT-Internet-00-Web-49	(CBT Systems) Web Authoring and Publishing	$85.86
	CBT002P	5-CBT-Internet-00-Web-50	(CBT Systems) Advanced Web Authoring	$85.86
	CBT002Q	5-CBT-Internet-00-Web-51	(CBT Systems) Web Server Management	$85.86
	CBT002R	5-CBT-Internet-00-Internet-52	(CompUSA) Internet Fundamentals	$95.55
	CBT002S	5-CBT-OA-00-Notes-122	(CBT Systems) Lotus Notes Domino 4.5	$327.28
Databases	CBT005A	5-CBT-DB-00-Access-57	(CBT Systems) Using Access (following 4)	$64.60
	CBT005B	5-CBT-DB-00-Access-58	(CBT Systems) Beginning Access	$16.15
	CBT005C	5-CBT-DB-00-Access-59	(CBT Systems) Intermediate Access	$16.15
	CBT005D	5-CBT-DB-00-Access-60	(CBT Systems) Advanced Access	$16.15
	CBT005E	5-CBT-DB-00-Access-61	(CBT Systems) Access for Power Users	$16.15
	CBT005F	5-CBT-DB-00-DBMS-62	(CBT Systems) Systems and Database Management	$245.46
Desktop Publishing	CBT006A	5-CBT-OA-00-PowerPoint-71	(CBT Systems) PowerPoint	$16.15
Integrated Packages	CBT007A	5-CBT-OA-00-Office-80	(CBT Systems) Microsoft Office	$95.55
	CBT007B	5-CBT-OA-00-Lotus-81	(CBT Systems) Exploring Lotus SmartSuite	$16.15
Spreadsheets	CBT008A	5-CBT-OA-00-Excel-82	(CBT Systems) Using Excel (following 4)	$64.60
	CBT008B	5-CBT-OA-00-Excel-83	(CBT Systems) Beginning Excel	$16.15
	CBT008C	5-CBT-OA-00-Excel-84	(CBT Systems) Intermediate Excel	$16.15
	CBT008D	5-CBT-OA-00-Excel-85	(CBT Systems) Advanced Excel	$16.15
	CBT008E	5-CBT-OA-00-Excel-86	(CBT Systems) Excel for Power Users	$16.15
	CBT008F	5-CBT-OA-00-Lotus123-87	(CBT Systems) Learning Lotus 1-2-3 SmartSuite	$16.15

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Section	CLIN	Course Code	Course Description	Seat Price Per Month (1 Year)
Word Processing	CBT009A	5-CBT-OA-00-Word-99	(CBT Systems) Using Word (following 4)	$64.60
	CBT009B	5-CBT-OA-00-Word-100	(CBT Systems) Beginning Word	$16.15
	CBT009C	5-CBT-OA-00-Word-101	(CBT Systems) Intermediate Word	$16.15
	CBT009D	5-CBT-OA-00-Word-102	(CBT Systems) Advanced Word	$16.15
	CBT009E	5-CBT-OA-00-Word-103	(CBT Systems) Word for Power Users	$16.15
Schedule/Organizer	CBT010A	5-CBT-OA-00-Outlook-117	(CBT Systems) Using Outlook for Exchange	$48.45
	CBT010B	5-CBT-OA-00-Outlook-118	(CBT Systems) Outlook	$16.15
Project Management	CBT011A	5-CBT-0A-00-PM-121	(CBT Systems) Microsoft Project 98: Getting Started	$16.15
Groupware	CBT012A	5-CBT-OA-00-Notes-124	(CBT Systems) Lotus Notes 4.1 Systems Administration I	$171.99
	CBT012B	5-CBT-OA-00-Notes-125	(CBT Systems) Lotus Notes 4.1 Systems Administration II	$95.55
Relational Database Management	CBT013A	5-CBT-DB-00-SQL-127	(CBT Systems) SQL-Based DBMSs	$128.38
	CBT013B	5-CBT-DB-00-Oracle-128	(CBT Systems) Oracle Developer/2000 Toolset Basics	$245.46
	CBT013C	5-CBT-DB-00-Oracle-129	(CBT Systems) Developer/2000 Forms	$245.46
	CBT013D	5-CBT-DB-00-Oracle-130	(CBT Systems) Developer/2000 Reports	$245.46
	CBT013E	5-CBT-DB-00-Oracle-131	(CBT Systems) Developer/2000 Graphics	$85.59
	CBT013F	5-CBT-DB-00-Oracle-132	(CBT Systems) Oracle7 Administration	$390.26
	CBT013G	5-CBT-DB-00-Oracle-133	(CBT Systems) Oracle7 Backup and Recovery	$245.46
	CBT013H	5-CBT-DB-00-Informix-134	(CBT Systems) Informix On-line Dynamic Server System Administration	$429.29
	CBT013I	5-CBT-DB-00-Informix-135	(CBT Systems) Managing and Optimizing Informix On-line Dynamic Server Databases	$286.37
	CBT013J	5-CBT-DB-00-PowerBuilder-136	(CBT Systems) PowerBuilder 6.0	$327.28
	CBT013K	5-CBT-DB-00-PowerBuilder-137	(CBT Systems) Intermediate PowerBuilder 6.0	$171.18
Lan / Lan Administration	CBT014A	5-CBT-AdvTech-00-NetWare-145	(CBT Systems) Building Intranets with IntranetWare	$171.18
	CBT014B	5-CBT-Network-00-Routers-146	(CBT Systems) Cisco IOS: Router Configuration	$420.41
	CBT014C	5-CBT-Network-00-Routers-147	(CBT Systems) Cisco IOS: Router Configuration I	$247.35
	CBT014D	5-CBT-Network-00-Routers-148	(CBT Systems) Cisco IOS: Router Configuration II	$247.35
	CBT014E	5-CBT-AdvTech-00-Network-149	(CBT Systems) Internetworking Essentials	$429.29
	CBT014F	5-CBT-AdvTech-00-LAN-150	(CBT Systems) LAN Technologies	$286.37
	CBT014G	5-CBT-AdvTech-00-WAN-151	(CBT Systems) WAN Technologies	$546.37
	CBT014H	5-CBT-AdvTech-00-Network-152	(CBT Systems) Network Management and Security	$171.18
	CBT014I	5-CBT-AdvTech-00-Network-153	(CBT Systems) Routing, Bridging, and Switching	$42.79
	CBT014J	5-CBT-AdvTech-00-Network-154	(CBT Systems) Routed Network Protocols	$631.42
Application Development	CBT015A	5-CBT-AppDev-00-MIS-160	(CBT Systems) Managing Information Systems	$171.18
	CBT015B	5-CBT-AppDev-00-AppDev-161	(CBT Systems) Application Development and Programming	$546.37
	CBT015C	5-CBT-OA-00-Notes-162	(CBT Systems) Lotus Notes Domino 4.5 Application Development	$171.18
	CBT015D	5-CBT-OA-00-Notes-163	(CBT Systems) Lotus Notes 4.1 Application Development I	$171.99
	CBT015E	5-CBT-OA-00-Notes-164	(CBT Systems) Lotus Notes 4.1 Application Development II	$171.99
	CBT015F	5-CBT-OA-00-Notes-165	(CBT Systems) Lotus Notes 4.1 Application Development III	$171.99
	CBT015G	5-CBT-AppDev-00-Java-166	(CBT Systems) Java	$285.30
	CBT015H	5-CBT-AppDev-00-Castanet-167	(CBT Systems) Castanet Administration	$42.79
	CBT015I	5-CBT-AppDev-00-Bongo-168	(CBT Systems) Bongo Development	$42.79
	CBT015J	5-CBT-AppDev-00-Java-169	(CBT Systems) JavaScript	$85.59
	CBT015K	5-CBT-AppDev-00-VisualBasic-170	(CBT Systems) Microsoft Visual Basic 5.0 Fundamentals	$132.69
	CBT015L	5-CBT-AppDev-00-VisualBasic-171	(CBT Systems) Microsoft Visual Basic 5.0 Advanced Programming	$190.02
	CBT015M	5-CBT-AppDev-00-C++-172	(CBT Systems) Microsoft Visual C++ 5.0	$327.28
	CBT015N	5-CBT-AppDev-00-C++-173	(CBT Systems) C++ Programming	$245.46
	CBT015O	5-CBT-AppDev-00-Design-174	(CBT Systems) Systems and Database Design	$368.19
	CBT015P	5-CBT-AppDev-00-OO-175	(CBT Systems) Object-Oriented Technologies	$204.55
	CBT015Q	5-CBT-AppDev-00-C-176	(CBT Systems) ANSI C Programming	$238.73

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<u>Seat Management Services</u>

B.3 Seat Management Services (Per-Seat) Prices

B.3.1 Basic Seat Management (Per-Seat) Prices

		DG			DW			PG			PW			SE		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
003	**INSTALLATION (C)**															
002.1	INSTALLATION/DE-INSTALLATION	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
002.2	TRANSFER EXISTING DATA FILES	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
002.3	PRE-INSTALLATION STAGING	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
002.4	MULTI-USER/CLIENT CONFIGURATIONS SELECTION - LOAD AT FACTORY	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
002.5	MEET MUTUALLY AGREED ORDER/SET UP SCHEDULE (New Units/Add-Ons)	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
004	**TRAINING (D)**															
004.1	USER ORIENTATION (New Units/Add-Ons)	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
005	**SUPPORT (E)**															
005.1	ESCALATION MANAGEMENT (Of Trouble Calls)	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
005.2	STANDARD SOFTWARE SUPPORT SERVICES	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
005.3	EXISTING SOFTWARE PATCHES (OS/Drivers)	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
005.4	TAKE OVER REMAINING WARRANTY	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
006	**MANAGEMENT (F)**															
006.1	ASSET MANAGEMENT PROGRAM/REPORTING	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
006.2	SUPPLIER PRESENTATIONS	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
006.3	MONTHLY BILLING	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
006.4	CATALOG/MENU OF SERVICES	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
006.5	SERVER MANAGEMENT	N/A	N/A	**NSP**	N/A	N/A	**NSP**	N/A	N/A	**NSP**	N/A	N/A	**NSP**	-	98.00	**98.00**
007	**DISPOSAL (G)**															
007.1	DISPOSAL OF CONTRACTOR ASSETS	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
007.2	DISPOSAL OF COV ASSETS															
007.2.1	- From Desktop to Floor	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**

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B.3.2 Enhanced Seat Management (Per-Seat) Prices (Optional)

		DG			DW			PG			PW			SE		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
002	PLANNING (A)															
002.1	IMPLEMENTATION	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	47.00	**47.00**
002.2	CONFIGURATION MANAGEMENT	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	24.00	**24.00**
002.3	BACKUP/TRANSFER OF EXISTING DATA	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	63.00	**63.00**
002.4	PARTICIPATING SEAT INVENTORY	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	27.00	**27.00**
002.5	ASSET INVENTORY	-	6.00	**6.00**	-	6.00	**6.00**	-	6.00	**6.00**	-	6.00	**6.00**	-	26.00	**26.00**
002.6	CAPACITY	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	2.00	**2.00**	-	43.00	**43.00**
002.7	MAINTENANCE COVERAGE	-	9.00	**9.00**	-	9.00	**9.00**	-	9.00	**9.00**	-	9.00	**9.00**	-	72.00	**72.00**
003	INSTALLATION (C)															
003.6	PRE-INSTALL COV SOFTWARE - CONTRAC TOR SITE	-	0.70	**0.70**	-	0.70	**0.70**	-	0.70	**0.70**	-	0.70	**0.70**	-	0.70	**0.70**
003.7	INSTALL COV SOFTWARE - ON SITE	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	43.00	**43.00**
003.8	INSTALL OPTION - NOT AT TECH REFRESH	-	18.00	**18.00**	-	18.00	**18.00**	-	18.00	**18.00**	-	18.00	**18.00**	-	26.00	**26.00**
003.9	CONNECTION COV HARDWARE - ON SITE	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	8.00	**8.00**
003.10	CONNECTION COV COMMUNICATIONS - ON SITE	-	5.00	**5.00**	-	5.00	**5.00**	-	5.00	**5.00**	-	5.00	**5.00**	-	15.00	**15.00**
003.11	COMMUNICAT IONS VERIFICATION - ON SITE (LAN/WAN/ISP/MODEM)	-	10.00	**10.00**	-	10.00	**10.00**	-	10.00	**10.00**	-	10.00	**10.00**	-	25.00	**25.00**
003.12	PRINTER VERIFICATION - ON SITE (LOCAL/REMOTE)	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	8.00	**8.00**
003.13	SERVER DATA BACKUP/TRANSFER	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	-	12.00	**12.00**

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		DG			DW			PG			PW			SE		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
004	**TRAINING (D)**															
004.2	CBT - WINDOWS 98															
004.2.1	- Beginner	30.00	13.00	**43.00**	30.00	13.00	**43.00**	30.00	13.00	**43.00**	30.00	13.00	**43.00**	N/A	N/A	**N/A**
004.2.2	- Intermediate	33.00	15.00	**48.00**	33.00	15.00	**48.00**	33.00	15.00	**48.00**	33.00	15.00	**48.00**	N/A	N/A	**N/A**
004.2.3	- Advanced	38.00	16.00	**54.00**	38.00	16.00	**54.00**	38.00	16.00	**54.00**	38.00	16.00	**54.00**	N/A	N/A	**N/A**
004.3	CBT - WINDOWS 2000															
004.3.1	- Beginner	34.00	15.00	**49.00**	34.00	15.00	**49.00**	34.00	15.00	**49.00**	34.00	15.00	**49.00**	N/A	N/A	**N/A**
004.3.2	- Intermediate	39.00	16.00	**55.00**	39.00	16.00	**55.00**	39.00	16.00	**55.00**	39.00	16.00	**55.00**	N/A	N/A	**N/A**
004.3.3	- Advanced	43.00	17.00	**60.00**	43.00	17.00	**60.00**	43.00	17.00	**60.00**	43.00	17.00	**60.00**	N/A	N/A	**N/A**
004.4	CBT - MS OFFICE 2000															
004.4.1	- Beginner	100.00	43.00	**143.00**	100.00	43.00	**143.00**	100.00	43.00	**143.00**	100.00	43.00	**143.00**	N/A	N/A	**N/A**
004.4.2	- Intermediate	117.00	50.00	**167.00**	117.00	50.00	**167.00**	117.00	50.00	**167.00**	117.00	50.00	**167.00**	N/A	N/A	**N/A**
004.4.3	- Advanced	133.00	58.00	**191.00**	133.00	58.00	**191.00**	133.00	58.00	**191.00**	133.00	58.00	**191.00**	N/A	N/A	**N/A**
004.5	CBT - SERVER ADMINISTRATION	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	N/A	N/A	**N/A**	83.00	36.00	**119.00**
005	**SUPPORT (E)**															
005.5	HW BREAK/FIX AGENCY ASSETS	-	13.00	**13.00**	-	14.00	**14.00**	-	15.00	**15.00**	-	16.00	**16.00**	-	95.00	**95.00**
005.6	SW BUG FIX COV COTS APPLICATIONS	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	5.00	**5.00**
005.7	HELP DESK - SERVER ADMINISTRATION	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	3.00	**3.00**	-	40.00	**40.00**
005.8	HELP DESK - IT/MIS SUPPORT	-	20.00	**20.00**	-	20.00	**20.00**	-	20.00	**20.00**	-	20.00	**20.00**	-	25.00	**25.00**
005.9	HELP DESK - END USER	-	36.00	**36.00**	-	36.00	**36.00**	-	36.00	**36.00**	-	36.00	**36.00**	-	45.00	**45.00**
006	**MANAGEMENT (F)**															
006.6	SOFTWARE LICENSE MANAGEMENT	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	4.00	**4.00**	-	6.00	**6.00**
006.7	MICROSOFT SELECT OUTSOURCER	-	5.00	**5.00**	-	5.00	**5.00**	-	5.00	**5.00**	-	5.00	**5.00**	-	5.00	**5.00**
006.8	MOVES															
006.8.1	- Simple	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	42.00	**42.00**
006.8.2	- Intermediate	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	59.00	**59.00**
006.8.3	- Complex	-	28.00	**28.00**	-	28.00	**28.00**	-	28.00	**28.00**	-	28.00	**28.00**	-	75.00	**75.00**
006.9	ADDS															
006.9.1	- Simple	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	17.00	**17.00**
006.9.2	- Intermediate	-	17.00	**17.00**	-	17.00	**17.00**	-	17.00	**17.00**	-	17.00	**17.00**	-	21.00	**21.00**
006.9.3	- Complex	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	25.00	**25.00**
006.10	CHANGES															
006.10.1	- Simple	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	13.00	**13.00**	-	17.00	**17.00**
006.10.2	- Intermediate	-	17.00	**17.00**	-	17.00	**17.00**	-	17.00	**17.00**	-	17.00	**17.00**	-	21.00	**21.00**
006.10.3	- Complex	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	21.00	**21.00**	-	25.00	**25.00**
006.11	COV ASSET REUTILIZATION MOVE	-	12.50	**12.50**	-	12.50	**12.50**	-	12.50	**12.50**	-	12.50	**12.50**	-	50.00	**50.00**

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		DG			DW			PG			PW			SE		
		T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL	T	I	TOTAL
007	**DISPOSAL (G)**															
007.2	DISPOSAL OF COV ASSETS															
007.2.1	- From Desktop to Floor	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**	NSP	NSP	**NSP**
007.2.2	- From Desktop to Store Room (Same Floor)	-	0.50	**0.50**	-	0.50	**0.50**	-	0.50	**0.50**	-	0.50	**0.50**	-	0.50	**0.50**
007.2.3	- From Desktop to Store Room (Same Bldg)	-	1.00	**1.00**	-	1.00	**1.00**	-	1.00	**1.00**	-	1.00	**1.00**	-	1.00	**1.00**
007.2.4	- From Desktop to Store Room (Same Campus)	-	1.50	**1.50**	-	1.50	**1.50**	-	1.50	**1.50**	-	1.50	**1.50**	-	3.00	**3.00**
007.3	DISPOSAL OPTION - NOT AT TECH REFRESH	-	1.80	**1.80**	-	1.80	**1.80**	-	1.80	**1.80**	-	1.80	**1.80**	-	2.60	**2.60**

B.4   Seat Management Services Time and Materials (T&M) Services

The labor rates shown in the following table are valid for the first year of the base contract period only. These rates may be adjusted annually in accordance with the CPI-W index.

B.4.1   Staff Augmentation T&M Services Labor Rates (Base Year 1)

CLIN	Labor Category	Labor Category Hourly Rates (Base Year 1)
SAL001	Technical Specialist	$119.00
SAL002	Systems Analyst 1	$61.00
SAL003	Systems Analyst 2	$69.00
SAL004	Systems Analyst 3	$89.00
SAL005	Database Administrator	$136.00
SAL006	Sr. Network Engineer	$97.00
SAL007	Network Engineer	$90.00
SAL008	System Administrator	$77.00
SAL009	Technical Writer	$82.00
SAL010	Systems Engineer 1	$75.00
SAL011	Systems Engineer 2	$99.00
SAL012	Systems Engineer 3	$124.00
SAL013	Systems Engineer 4	$134.00
SAL014	Systems Engineer 5	$142.00
SAL015	IT Technician 1	$51.00
SAL016	IT Technician 2	$57.00
SAL017	IT Technician 3	$62.00
SAL018	IT Technician 4	$73.00
SAL019	IT Technician 5	$89.00
SAL020	IT Specialist 1	$57.00
SAL021	IT Specialist 2	$69.00
SAL022	Junior Training Specialist	$57.00
SAL023	Training Specialist	$116.00
SAL024	Senior Training Specialist	$125.00
SAL025	Systems Programmer	$194.00

B.4.2 Incidental Services T&M Services Labor Rates

CLIN	Labor Category	Labor Category Hourly Rates (Base Year 1)
INL001	Technical Specialist	$119.00
INL002	Functional/ Management Specialist	$134.00
INL003	Systems Programmer	$97.00
INL004	Systems Analyst 1	$61.00
INL005	Systems Analyst 2	$69.00
INL006	Systems Analyst 3	$89.00
INL007	Programmer/ Analyst	$90.00
INL008	Sr. Network Engineer	$97.00
INL009	Network Engineer	$90.00
INL010	System Administrator	$77.00
INL011	Technical Writer	$82.00
INL012	Systems Engineer 1	$75.00
INL013	Systems Engineer 2	$99.00
INL014	Systems Engineer 3	$124.00
INL015	Program Analyst 1	$56.00
INL016	Program Analyst 2	$64.00
INL017	Program Analyst 3	$76.00
INL018	IT Technician 1	$51.00
INL019	IT Technician 2	$57.00
INL020	IT Technician 3	$62.00
INL021	IT Technician 4	$73.00
INL022	IT Technician 5	$89.00
INL023	IT Specialist 1	$57.00
INL024	IT Specialist 2	$69.00
INL025	Automation Administrator 1	$24.00
INL026	Automation Administrator 2	$27.00
INL027	Automation Administrator 3	$30.00
INL028	Program Manager	$145.00
INL029	Transition Manager	$145.00
INL030	Junior Training Specialist	$57.00
INL031	Training Specialist	$116.00
INL032	Senior Training Specialist	$125.00

B.4.3 Integrated Solutions T&M Services Labor Rates

CLIN	Labor Category	Labor Category Hourly Rates (Base Year 1)
ISL001	Project Director	$240.00
ISL002	Project Manager	$136.00
ISL003	Senior Technical Consultant	$129.00
ISL004	Functional/ Management Specialist	$134.00
ISL005	Systems Programmer	$97.00
ISL006	Systems Analyst 1	$61.00
ISL007	Systems Analyst 2	$69.00
ISL008	Systems Analyst 3	$89.00
ISL009	Systems Analyst 4	$91.00
ISL010	Systems Analyst 5	$118.00
ISL011	Jr. Programmer/ Analyst	$75.00
ISL012	Programmer/ Analyst	$82.00
ISL013	Database Administrator	$136.00
ISL014	Technical Writer	$82.00
ISL015	Systems Engineer 1	$75.00
ISL016	Systems Engineer 2	$99.00
ISL017	Systems Engineer 3	$124.00
ISL018	Systems Engineer 4	$134.00
ISL019	Systems Engineer 5	$95.00
ISL020	Information Systems/ Security Analyst	$106.40
ISL021	CASE Consultant	$116.00
ISL022	Subject Matter Expert 1	$160.00
ISL023	Subject Matter Expert 2	$187.00
ISL024	Subject Matter Expert 3	$213.00
ISL025	Subject Matter Expert 4	$240.00
ISL026	Subject Matter Expert 5	$339.00
ISL027	Program Analyst 1	$38.00
ISL028	Program Analyst 2	$64.00
ISL029	Program Analyst 3	$76.00
ISL030	Program Analyst 4	$86.00
ISL031	Program Analyst 5	$102.00
ISL032	Program Analyst 6	$128.00

CLIN	Labor Category	Labor Category Hourly Rates (Base Year 1)
ISL033	IT Technician 1	$51.00
ISL034	IT Technician 2	$57.00
ISL035	IT Technician 3	$62.00
ISL036	IT Technician 4	$73.00
ISL037-x	IT Technician 5	$89.00
ISL038-x	IT Specialist 1	$57.00
ISL039-x	IT Specialist 2	$69.00
ISL040-x	Automation Administrator 1	$24.00
ISL041-x	Automation Administrator 2	$27.00
ISL042-x	Automation Administrator 3	$30.00
ISL043-x	Program Manager	$145.00

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B.4.4 Southwest Virginia Higher Education Council Training Services Rates

Category	CLIN	Type Service	Service	Billing Unit	Rate	Minimum Applies (Y/N)	Minimum Amount
Training Courses	TMT001A	End-User Course	End-User Basic Software Applications - Taught at SWVHEC	Per Hour/Per Participant	$40.65	Y	0-
	TMT001B	End-User Course	Basic Software Applications – On-Site without equipment	Per Hour/Per Participant	$47. 43	Y	$2,710.00
	TMT001C	Train the Trainer	Taught at SWVHEC	Per Hour/Per Participant	$40.65	Y	$2,710.00
	TMT001D	Customized Training	Special Software Applications	Per Hour/Per Participant	$54.20	Y	$2,710.00
	TMT001E	Installation Orientation	Basic Orientation of software being installed	Per person	$67.75	N	
Facilitator Site / Classroom Rental	TMT002A	Grand Hall	Conference/Tradeshow /Instruction – Seats up to 1500	Per Day			
	TMT002B	Classroom Instruction	Tiered Executive Auditorium- up to 100 people	Per Day	$406.50	N	
	TMT002C	Classroom Instruction	U-Shaped Classroom – up to 65 people	Per Day	$271.00	N	
	TMT002D	Classroom Instruction	Classrooms – up to 30 people	Per Day	$101.63	N	
	TMT002E	Hands On Training	Computer Lab-Max 18	Per Day/Per Computer	$40.65	Y	$375.00
	TMT002F	Hands On Training	Computer Lab- Max 15	Per Day/Per Computer	$40.65	Y	$375.00
Other Services	TMT001A	Technical Support	Audio/Visual or Computer Support	Per Hour/Per Technician	$67.75	Y	$67.75
	TMT001B	VTEL Services	Video Conferencing – Fee Includes equipment, long distance connection fee & technician	Per Hour	$135.50	Y	$135.50

APPENDIX C - SERVICES AVAILABLE

In this chapter, look for …

C.1   **Seat Management Services.** Complete descriptions for all seat management services are contained in the Product Catalog on the DynCOV web. The SMS categories (planning, acquisition, installation, training, support, management, and disposal) for Basic Seat, Enhanced Seat, and Value-Added Services are shown in **Figure C.1-1** and described below. Integrated Solution Services are described separately.

    C.1.1   **Basic Seat Services** include the minimum seat items. They are bundled in the monthly per-seat and/or per-server price. DynCorp will always provide Basic Seat Services (such as installation and hardware break-fix) for every COV seat end-user.

    C.1.2   **Enhanced Seat Services** are "unbundled" (separately orderable) seat services, available to COV agencies on a monthly per-seat and/or per-server fee basis. The DynCorp team offers COV agencies a wide range of Enhanced Seat Services options to expand upon our Basic Seat Services offerings.

    C.1.3   **Value-added Seat Services** are complementary SMS options, such as customized training, that are available to augment our Basic and Enhanced Seat Services on a time and materials (T&M) basis.

    C.1.4   **Integrated Solution Services** are professional time and materials (T&M) services that will satisfy COV agency mission critical IT objectives. (Described separately in Section C.9 below.)

SMS	BASIC SEAT SERVICES	ENHANCED SEAT SERVICES	VALUE-ADDED SERVICES
Planning	• Schedule Planning	• Implementation Planning for Transition to SMS • Configuration Management Planning • Backup and Transfer of Existing Data Planning • Participating Seat Inventory Planning • Asset Inventory Planning • Capacity Planning • Warranty Coverage Planning	• Transition Planning (Site Surveys and Due Diligence) • Transition and Implementation Planning Seminar • Network Capacity Planning • Network Interface Planning • IT Security/Information Assurance Planning • Contingency Planning • Disaster Recovery Planning
Acquisition	• Order Entry and Tracking System • Multiple User/Client Configuration Selections for Load at Factory • Software Image (OS and Drivers Library) • Standard Hardware Configuration Ancillary Items • Catalog/Menu of Services, Web Published, with Periodic Price Updates • Monthly Billing	• N/A	• N/A
Installation	• Computer Staging Prior to Installation • On-site Installation • User Orientation	• Gold Disc Software Integration • Custom On-site Installation Services	• Custom Software Integration
Training	• Administrator Orientation	• DynCorp Team Virtual Campus	• End-user Classroom Training • IT Technical Staff Training • Customized Training
	• Hardware Break-Fix	• N/A	• Customized Training Material for SMS Specific Applications • Classroom Instructors for COV Training Facilities
Support	• Maintenance Service Levels (SL1, 2, 3, & 4) and Escalation Management on Trouble Calls • Software Bug Fix/Patches to Existing Software • Take-over of Remaining Warranty • Inventory Management of IT Assets	• Hardware Break-Fix for Agency Assets • Software Bug Fix/COTS Applications • End-user Help Desk • Help Desk; Server Administrator and IT/MIS Support (No End-user Support)	• Incidental SMS Products and Services • Deskside Support Services • Staff Augmentation
Management	• Moves, Additions, and Changes • Technology Refreshment • Equipment De-installation	• Server Management (Network Management Services) • Software License Management and Inventory • Microsoft Select Outsourcer	• N/A
Disposal	• Displaced Vendor Asset Disposal • COV-owned Surplus Disposal	• Custom COV-owned Surplus Disposal Services	• N/A

Figure C.1-1. SMS Categories.

C.2   Basic Seat Management Services Computer Platforms

This contract offers the following configurations and options/upgrades. The specific Gateway products offered to support those configurations are available at the following web site:

www.dyncorp.com/dmr/dyncov

Under this contract, agencies/educational units may acquire the following standard configuration. The hardware vendor web site is **www.gatewayatwork.com/gw_atwork/government.shtml**.

SMS STANDARD CONFIGURATIONS	BRAND	MODEL
Desktop General Business User (DG)	Gateway	E-3400
Desktop Engineering and Scientific Workstation (DW)	Gateway	E-3400
Portable General Business User (PG)	Gateway	Solo 2550
Portable Engineering and Scientific Workstation (PW)	Gateway	Solo 9300
Server	Gateway	7500

In additional, other computers and peripherals are available through the DynCorp team catalog at our DynCOV web site (www.dyncorp.com/dmr/dyncov) or in Appendix B, Section B.2.1 of this APM. As part of the service offered to COV SMS clients, the DynCorp team will have the standard desktop, portable, and server configurations available for hands on demonstration at each of the 10 Gateway Country stores within the Commonwealth. Agency/educational unit management and users can inspect and use these products at each store. Gateway personnel will be on hand to provide information on the products as well as how to obtain COV SMS products and services. The locations of the Gateway Country Stores are:

- Charlottesville. 218 Abermarle Square

- Fairfax: 11060 Lee Highway

- Fredricksburg: 12101 Amos Lane, Suite 100

- Glen Allen: 10801 West Broad St., Suites 18-22

- Newport News: 12249 Jefferson

- Richmond: 11350 Midlothian Turnpike

- Roanoke: 4750-40 Valley View Blvd.

- Springfield: 7208 Old Keene Mill Road

- Virginia Beach: 4725 Virginia Beach Blvd.

- Woodbridge: 2910 Prince William Parkway

C.2.1   Desktop General Business User (DG) – Gateway E-3400

SPECIFICATIONS	OPTIONS/UPGRADES
Intel Pentium III Coppermine 800mhz	20GB Hard Disk Drive
133mhz Front Side bus	56K V.90 modem
128MB ECC SDRAM expandable to 512GB	64MB RAM increments
20GB UATA66 7200RPM	19" or 21" color display monitor or LCD
8x DVD-ROM Drive	
15" Flat Panel Color LCD Display, integrated 32MB direct AGP	
Sound card and speakers w/subwoofer	
Desktop or mini-tower case	
3COM PCI 10/100 Ethernet NIC w/8 foot patchcord or IBM Token Ring NIC w/10 foot patchcord	
Windows 2000 Professional	
All driver software	
7-outlet surge protector	
256K L2 cache	
3.5" 1.44MB diskette drive	
7 drive bays (mini-tower); 5 drive bays (desktop)	
5 PCI expansion slots (mid-tower); 3 PCI expansion slots (desktop)	

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C.2.2   Desktop Engineering and Scientific User (DW) – Gateway E-3400

SPECIFICATIONS	OPTIONS/UPGRADES
Intel Pentium III Coppermine 800mhz	27GB Hard Disk Drive
133mhz Front Side bus	DVD-CD-RW or CD-RW
128MB ECC SDRAM expandable to 512GB	56K V.90 modem
20GB UATA66 7200RPM	128MB RAM increments
8x DVD-ROM Drive	19" or 21" color display monitor or LCD
15" Flat Panel Color LCD Display, integrated 32MB direct AGP	
Sound card and speakers w/subwoofer	
Desktop or mini-tower case	
3COM PCI 10/100 Ethernet NIC w/8 foot patchcord or IBM Token Ring NIC w/10 foot patchcord	
Windows 2000 Professional	
All driver software	
7-outlet surge protector	
256K L2 cache	
3.5" 1.44MB diskette drive	
7 drive bays (mini-tower); 5 drive bays (desktop)	
5 PCI expansion slots (mid-tower); 3 PCI expansion slots (desktop)	

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C.2.3 Portable General Business User (PG) – Gateway Solo 2550

SPECIFICATIONS	OPTIONS/UPGRADES
Intel Pentium III 500mhz	10/100 Ethernet or Token Ring PCMCIA NIC w/8 foot patchcord
128MB SDRAM	10/100 Token Ring PCMCIA NIC w/8 foot patchcord
12GB Ultra ATA Removable HDD	20GB Hard Disk Drive
24x CD-ROM Drive	56K v.90 Internal or PC card modem
12.1" TFT SVGA Active Matrix Color Display, SMI Lynx EM4 4MB SGRAM video card	16MB memory increments
Integrated 16-bit sound, stereo speakers, internal microphone	Port replicator
Two (2) Type II PCMCIA slots	
Infrared port	
Li-ion battery and charger	
Windows 98, Second Edition	
All driver software	
7-outlet surge protector	
128K cache	
Integrated 3.5" 1.44MB diskette drive	
Integrated V.90 56K modem	
USB, Parallel, Serial, VGA, PS/2. RJ-11 ports	

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C.2.4 Portable Engineering and Scientific User (DW) – Gateway Solo 9200

COV SUGGESTED MINIMUM SPECIFICATIONS	OPTIONS/UPGRADES
Intel Pentium III 650MHz	10/100 Ethernet PCMCIA NIC w/8 foot patchcord
128MB SDRAM	10/100 Token Ring PC Card w/8 foot patchcord
100mhz front side bus	30GB Hard Disk Drive
18GB Ultra ATA Removable Hard Disk Drive	56K v.90 Internal or PC card modem
6X DVD-ROM	64MB memory increments
14.1" XGA TFT Active Matrix Display, 2x AGP ATI Mobility-P w/8MB video card	Port replicator or docking station
Two (2) Type II PCMCIA slots	
Infrared port	
16-bit sound w/built-in microphone/speakers	
12-cell Lithium ion battery and charger	
Windows 2000 Professional	
All driver software	
7-outlet surge protector	
256K L2 cache	
Integrated 3.5" 1.44MB diskette drive	
PCMCIA V.90 56K modem	
NTSC/PAL Output, USB, Parallel, Serial, VGA, PS/2, S/PDIF ports	

C.2.5   Server – Gateway 7500

SPECIFICATIONS	OPTIONS/UPGRADES
Intel Pentium III Xeon 733mhz	35GB/70GB DLT Tape Drive
Full tower chassis	Token Ring NIC w/8 foot patchcord
Dual processor capable	56K v.90 internal or external modem
512MB ECC RAM	128MB RAM increments
108GB Ultra2 SCSI RAIDS storage	35GB/70GB DLT Tape Drive
48x (max) CD-ROM Drive	Token Ring NIC w/8 foot patchcord
15" XGA Display, 2MB video card	56K v.90 internal or external modem
10/100 Ethernet or Token Ring NIC, w/8 foot patchcord	128MB RAM increments
35GB/70GB DLT Tape Drive	Tower to rack conversion kit
UPS	
Server Management Software	
Latest Windows 2XXX server OS w/25 client access licenses	
All driver software	
6-outlet surge protector	

C.3   Basic Seat Management Services Standard Software

The following software is defined as the Standard Software Suite by the COV SMS Master Contract. These items are supported under the Basic Seat price.

- **Operating System (Desktop and Portable):** Windows 9X family, currently Windows 98, Second Edition and Microsoft's current Windows 2XXX family, currently Windows 2000 Professional.

- **Operating System (Server):** Microsoft's current Windows 2xxx family, currently Windows 2000 Advanced Server 25-CAL, (with 25 client access licenses).

- **Drivers:** All drivers supplied under this agreement.

C.4   Planning

C.4.1   Basic:

Schedule Planning. Schedule planning entails working with the agency to ensure a smooth delivery and installation schedule in accordance with the agency's rolling forecasts, and planning the delivery and installation of non-forecasted orders. The DynCorp team Ordering document Manager will discuss the rolling forecasts with the agency's representatives at least monthly. We will coordinate on-site delivery and installation schedules from the DynCOV Customer Service Center, where we receive purchase orders (either through the DynCOV Extranet, or other methods required by the agency). We check purchase order information to ensure that we have all the information we need to plan delivery and installation, and enter all

shipping and user contact information into the Integrated Seat Management System (ISMS). The ISMS generates a delivery and installation schedule in accordance with contract requirements, and then triggers order and delivery notifications to team members and designated agency points of contact (POCs). Delivery and installation schedules will be available for team member and designated agency POC review at any time through the DynCOV Extranet.

C.4.2   Enhanced:

Implementation Planning for Transition to SMS. Implementation planning aids in establishing a synchronized service delivery mechanism among the different service providers that may be providing COV agency seat management services. If an agency orders Basic Seat Services and implementation planning, the DynCorp team will: 1) identify agency equipment to be replaced, 2) identify existing IT support POCs and the POC responsible for LAN/WAN system administration and acceptance testing, 3) identify coordination required for printer and printer driver installation and LAN/WAN system management, 4) identify additional options and services that will fulfill agency needs, and 5) provide a written Implementation Plan, to include equipment to be replaced, contingencies, and responsibilities.

Configuration Management Planning. Configuration management planning is essential for identifying potential issues, conflicts, or problems within a given configuration. The DynCorp team certifies product compatibility of each proposed basic configuration offered under the contract and documents each configuration baseline for future modifications to the hardware, operating system (OS), and/or drivers. These activities must occur before the configurations can be proposed under the contract. If an agency orders Basic Seat Services and configuration management planning, the DynCorp team will: 1) identify COV software to be installed, 2) ensure consistency with existing agency IT configuration management policies and procedures, and 3) create or provide a written Configuration Management Plan.

Backup and Transfer of Existing Data Planning. Installation of SMS assets includes the transfer of any existing user or server data files onto newly installed user desktops, portables, and servers. The DynCorp team provides hard disk-to-hard disk data transfer as part of our standard Basic Seat Services on-site installation process for all SMS configurations. We recommend that an agency order Backup and Transfer of Existing Data planning services if they desire other backup and transfer alternatives (e.g., tape drive backup and transfer). We will identify data backup and transfer requirements and provide a written Data Backup and Transfer Plan, should an agency order this service.

Participating Seat Inventory Planning. Agencies may order Participating Seat Inventory planning for those assets for which they wish the DynCorp team to manage the inventory, before replacing those assets. This planning process includes identifying existing agency inventory data formats, processes, and procedures, and provides a Participating Seat Asset Inventory Plan.

Asset Inventory Planning. The DynCorp team has proven inventory management processes that encompass the entire asset management life cycle. Should an agency

desire asset inventory planning services, we will provide the agency with an Asset Inventory Plan, which will include a detailed description of the asset tracking process associated with the agency's unique IT service environment (e.g., asset reporting procedures for the agency's End-user Help Desk). We also will describe the team's processes for managing the inventory of any agency-owned assets for which the DynCorp team has assumed warranty repair or hardware break-fix responsibility.

Capacity Planning (Desktops or Portables). If an agency orders Basic Seat Services and capacity planning for desktops or portables, the DynCorp team will analyze the participating seat data storage requirements to ensure that the new asset disk storage space is of sufficient size to accommodate the data files that will be transferred during the installation process. We also will consider any future data storage requirements (if known). We will compare the features (e.g., RAM, display size) of the participating seat to the proposed new asset configuration to ensure that the new asset is adequately configured for the end-user's requirements. We will provide a written Capacity Plan, which includes any recommended configuration change(s) or upgrades.

Warranty Coverage Planning. If the DynCorp team assumes warranty services for agency-owned assets, we offer warranty planning as an Enhanced Seat Service. If an agency orders warranty coverage planning, we will work with the agency to identify existing warranty terms, conditions, and expiration dates. We also will inspect, test and certify that the equipment is in good operating condition, and affix an asset tag to the equipment. We will capture agency-owned equipment data in our ISMS Asset Database. The DynCorp team will then manage the agency-owned inventory for as long as we have warranty and/or break-fix responsibility for the equipment.

C.4.3 Value-Added:

Transition Planning (site surveys and due diligence). The DynCorp team performs site surveys to assess the agency's IT infrastructure, which may include computer centers and network cable plants, at the agency's option. The DynCorp team offers site survey services for agencies that may require IT infrastructure audits and recommendations for improvements, and/or to help agencies plan for SMS site preparation. If an agency orders network management services from the DynCorp team, we will request detailed data concerning the agency's network design, architecture, and component inventory. If the agency does not have the data or resources to provide this information, they have the option of ordering site survey services from the DynCorp team.

We perform due diligence to evaluate and provide an inventory of the agency's IT assets (whether the assets will be replaced by SMS equipment, or whether the agency desires a complete audit of IT assets they own). Agencies may want to order due diligence services from the DynCorp team so that we can confirm or provide an accurate agency inventory, and then manage the agency's inventory using our ISMS inventory management system. If an agency orders hardware break-fix services for agency-owned assets, we will request agency inventory information for the equipment and certification that the equipment is in good working condition. If the

agency does not have the data or resources to provide this information, they have the option of ordering due diligence services from the DynCorp team.

Transition and Implementation Planning Seminar. The DynCorp team offers a Transition and Implementation Planning Seminar for COV agencies that would benefit from a structured approach to SMS transition and implementation planning. We will customize each seminar using our Systematic Instructional Design (SID) methodology so that topics are suited to the agency's needs.

Network Capacity Planning. Network capacity planning is the process of evaluating network design, resources, and workload to ensure stability and acceptable or optimal performance. Network planning offers the benefit of improved decision-making based on the agency's goals and expectations, increased end-user productivity, and long-term cost savings. If an agency orders network capacity planning, the DynCorp team will perform the following activities: 1) determine the agency's goals and expectations for network performance; 2) determine peak and average network workloads; 3) analyze current and future enterprise server capacity requirements, including potential growth and client/server application requirements; 4) analyze network design, throughput, workload characteristics, and usage statistics; 5) identify potential bottlenecks and risks; and 6) provide recommendations for improvement.

Network Interface Planning. The DynCorp team offers network interface planning for existing, new, or planned agency networks in preparation for transition to SMS. If a COV agency orders network interface planning services, the DynCorp team may provide the following services, at the agency's option: 1) assess and identify optimal interfaces for local and wide area networks (LANs/WANs) and Internet connectivity; 2) negotiate with Internet Service Providers (ISPs) to obtain cost-effective Internet connectivity; 3) evaluate network interface design to include hubs, routers, switches, gateways, and firewalls to provide recommendations for improvements in network speed and/or security; 4) perform cost/benefit analysis for agency interface options; 5) develop scripts for new asset connectivity to LANs, WANs, and the Internet; and 6) evaluate and test wall plate connections in preparation for installing new assets. The DynCorp team will document all network interface planning activities in an agency-specific Network Interface Plan.

IT Security/Information Assurance Planning. IT security/information assurance planning encompasses a broad range of subjects, all of which the DynCorp team is expert in providing, and any aspect of which an agency may order from the DynCorp team. To assist agencies in IT security and information assurance planning, we can perform reviews, risk assessments, studies, audits, business impact analyses, and cost/benefit analyses, and provide recommendations. We can address the security of information and/or computing resources at all organizational levels and offer a number of optional planning topics.

Contingency Planning. Contingency planning involves analyzing threats and vulnerabilities that may affect mission critical agency IT systems, applications, and components. We will review any existing agency contingency plans and provide

recommendations for improvement. If a COV agency orders contingency planning, the DynCorp team will offer a selection of optional planning topics.

Disaster Recovery Planning. The goal of disaster recovery planning is to ensure uninterrupted flow of essential functions and information in the event that computer installations or facilities are disrupted by a natural or man-made disaster. The benefit to COV agencies is reduced confusion during a crisis through a defined course of action for recovery of IT system services. The DynCorp team will review any existing agency disaster recovery plans and procedures. We will ensure that the plans provide agency staff with information and procedures required to implement a disaster recovery effort. We also offer a full range of optional disaster recovery planning topics.

C.5   Acquisition

C.5.1   Basic:

Order Entry and Tracking System. Upon order placement, either through the DynCOV Extranet or the Customer Service Center, the DynCorp team will review each COV SMS order for accuracy and ensure that the required data are captured or entered into the ISMS order entry and tracking system. The ISMS will trigger the order process automatically and alert team members with expected delivery and installation dates. At that point, the order data will be available in the order entry system should any team member or designated agency contact wish to review order status. The Integration and Distribution Center will update the order tracking system upon shipment, providing web links to the shipper's online status system. The technician responsible for on-site installation also will update the tracking system upon agency SMS installation approval.

Multiple User/Client Configuration Selections for Load at Factory. The DynCorp team will maintain our catalog of multiple user/client configurations, in accordance with COV-specified selections: DG, Desktop General Business User; DW, Desktop Scientific and Engineering Workstation User; PG, Portable General Business User; PW, Portable Scientific and Engineering Workstation User; and S, Server Configuration. All hardware, software, and driver configurations will conform to COV SMS standards. Our hardware original equipment manufacturer (OEM), Gateway, pre-installs all hardware components, operating systems (OS) and drivers at the factory. Gateway will assemble and burn-in all desktop configurations for this contract at its Hampton, VA, factory. Current capacity at Gateway's Hampton factory averages 3,000 units per day, with a maximum capacity of 5,000 units per day.

Software Image (OS and drivers library). Gateway will maintain approved factory OS and driver libraries for each COV standard configuration. The DynCorp team will maintain a duplicate software image OS and driver library at our Integration Center to ensure that we can reload the OS and drivers should we detect any problems during the staging process.

Standard Hardware Configuration Ancillary Items. Each standard COV SMS configuration will include the following ancillary items: 1) appropriate 8 foot (or

longer) patch cord for LAN wall jack to PC network interface card (NIC) connection (except for portable configurations ordered without NIC cards), 2) six-outlet surge protector, and 3) driver software for all ordered components

Monthly Billing. The DynCorp team's ISMS program management system has a Financial Management Services module, which provides an interface to DynCorp's financial systems for accounts receivable, accounts payable, and billing. This enables the DynCorp team to guarantee efficient and accurate contract billing. We enter customer invoice information once, so the data in our various systems matches and can be traced easily.

C.5.2 <u>**Enhanced:**</u>   N/A

C.5.3 <u>**Value-Added:**</u>   N/A

C.6   **Installation**

C.6.1 <u>**Basic:**</u>

Computer Staging Prior to Installation. The DynCorp team's 200,000-square foot Integration Center has a 910-unit burn-in/test area equipped with a 1,000-node, fully dedicated LAN and a staff of 27 Quality Assurance personnel. Connecting the integration, distribution, and shipping departments are six 108-foot automated conveyor belts. The Center also features 572 integration build stations in a static-free environment. The DynCorp team performs full-functional testing on all integrated systems, including each component—whether installed by the manufacturer or the DynCorp team. Fully engaged, the DynCorp team's total capacity for system configuration exceeds 2,500 units per day. Recently, we integrated more than 1,000 systems in 1 day in a single shift to meet a customer's expedited shipment requirement without coming close to pushing the limits of our capacity.

On-site Installation. The DynCorp team will provide a "one touch" on-site support capability to ensure that the same individual performs installations, moves, additions, changes, and hardware break-fixes. This enables our service technicians to establish close working relationships with agency IT/MIS professional staff and the agency end-user community. We will assign a primary and secondary technician to each customer so that qualified backup support is available when needed. Further, should SMS equipment inventories and service level requirements justify the need, the DynCorp team will offer dedicated on-site technician support, subject to agency approval.

The DynCOV Customer Service Center will coordinate on-site installation services with the designated agency IT/MIS contact and the assigned technician. We will ask the designated contact to certify that the site is ready before the installation date and to ensure that the end-user is available for orientation on the installation date. At the agency's option, we will contact the end-user directly to confirm the installation date. Before that date, DynCOV Customer Service Center personnel will be available to answer any questions that IT/MIS contacts may have about the new equipment or the installation procedure.

C.6.2 <u>**Enhanced:**</u>

Gold Disc Software Integration. The DynCorp team offers the expertise of our Integration Center to provide custom integration services for COV agencies. Should an agency wish to have its Gold Disc software integrated at our Integration Center, we will work with the agency to identify the standard software suite that should reside on each standard SMS desktop, portable, and server configuration. Before the Gold Disc software becomes part of the standard agency configuration, we will thoroughly test the software with each standard SMS platform to ensure compatibility and interoperability of hardware and software components. If agencies order Gold Disc software integration, we will also incorporate the Gold Disc software into our Inventory Management configuration baseline.

Custom On-site Installation Services. The DynCorp team offers the following on-site installation options: 1) data backup and transfer using a variety of media other than hard disk-to-hard disk; 2) COV-owned ancillary hardware installation (both internal and external components); and 3) application, special use, and custom software installation, and re-installation of agency assets displaced by SMS assets.

C.6.3 Value-Added:

Custom Software Integration. In addition to agency Gold Disc integration, the DynCorp team's Integration Center can integrate and test non-standard COV application software and provide network software installation and setup (e.g., assigning IP addresses to network interface cards). We will test each system thoroughly to ensure compatibility and interoperability of hardware and software components. If agencies order custom software integration, we will incorporate the software into our Inventory Management configuration baseline for those systems.

C.7   Training

C.7.1 Basic:

User Orientation. The DynCorp team will provide user orientation when we install desktop and portable configurations. As part of our SMS logistics process, the DynCorp team Customer Service Center will ensure that each user is aware that this deskside orientation will be provided on the installation date. The DynCorp team technician will provide a 15-minute orientation for COV end-users. The technician also will introduce and leave the applicable manufacturer's document with beginner user information.

Administrator Orientation. The DynCorp team will deliver server administrator orientation at the time of server installation. The DynCorp team Customer Service Center will ensure that the administrator is aware that this orientation will be provided on the installation date. The DynCorp team technician will provide a 30-minute orientation for COV server administrator(s), to include startup/shutdown and server hardware configuration. The technician also will introduce and leave the applicable manufacturer's document with beginner user information.

C.7.2   Enhanced:

DynCorp Team Virtual Campus. The DynCorp team emphasizes computer-based training (CBT) as an economical and convenient way to train end-users and IT

professionals. The DynCorp team's "Virtual Campus" has more than 400 titles. Designated agency users will be able to access these courses through the DynCOV Extranet, or on CD-ROMs that may be ordered from the DynCorp team Catalog/Menu of Services. Many of these courses also will be available in videotape format. Videotape training may also be ordered from the DynCorp team Catalog/Menu of Services.

C.7.3 **Value-Added:**

End User Classroom Training. The DynCorp team provides classroom training in word processing, spreadsheet, e-mail, scheduling, business graphics, and other common office applications on an ongoing basis. We currently offer more than 250 different end-user training classes at 16 formal classroom training facilities located throughout the Commonwealth. Each of these 16 facilities is equipped with desktop PCs for hands-on exercises and modern training tools such as computer projection systems, and they offer a variety of classroom sizes and configurations. Popular courses may also be broadcast to locations throughout the Commonwealth using the SVHEC and COV community college teleconferencing facilities.

Upon approval for a digital signature pilot, the DynCorp team will provide designated COV contacts with the ability to schedule and order classroom training through the DynCOV Extranet.

IT Technical Staff Training. The DynCorp team provides a wide variety of technical classroom training on an ongoing basis. Technical topics include Windows 2000, server administration, web site development, and Network Administration, as well as certification courses (e.g., Microsoft Certified Software Engineer). We currently offer more than 100 IT technical and certification training courses at 16 formal classroom facilities located throughout the Commonwealth. Each of these 16 facilities is equipped with desktop PCs for hands-on exercises and modern training tools such as computer projection systems, and they offer a variety of classroom sizes and configurations. Two of the DynCorp team training facilities are Microsoft Certified Technical Education Centers. Popular IT technical staff courses may also be broadcast to locations throughout the Commonwealth using the SVHEC and COV community college teleconferencing capabilities.

Upon approval for a digital signature pilot, the DynCorp team will provide designated COV contacts with the ability to schedule and order classroom training through the DynCOV Extranet.

Customized Training. The DynCorp team is well qualified to develop customized training in response to the unique needs of COV agencies.

Customized Training Material for SMS-specific Applications. The DynCorp team uses the SID methodology described in the Master Contract to develop customized training materials for SMS-specific applications. We gather and analyze existing agency training or business materials that may be relevant to the training; interview end-users to determine agency-specific processes, procedures, and requirements; and develop training materials in the format requested by the agency or the one most suited to the application. Training formats include videotapes,

audiotapes, computer-based training programs on CD-ROM, web-based training content, online exercises, and print-based documentation.

Training deliverables for print-based courses may include the course curriculum, course outline, student guide, instructor's guide, evaluation forms, and audiovisual materials. Each training module may be targeted specifically for a unique class of users, from beginner to advanced, at the agency's option.

Classroom Instructors for COV Training Facilities. The DynCorp team has a full cadre of training personnel who will be available to provide classroom instruction and training pilots at any COV training facility throughout the Commonwealth. We currently employ a total of 108 qualified IT training professionals, 59 of whom are located throughout the Commonwealth.

C.8   Support

C.8.1   Basic:

Hardware Break-Fix. The DynCorp team bases our hardware break-fix methodologies on industry best practices to ensure maximum system availability for agency end-users. The DynCorp team's "single visit" hardware support methodology provides every possible means to ensure that we meet or exceed our break-fix service level requirements. Our goal is to ensure that our highly trained technicians have everything they need to solve problems on their first visit to the agency site.

Technician Tools. DynCorp team technicians are the best-equipped maintenance technicians in the industry. We provide them with portables and company-owned vans stocked with technician toolkits, test equipment, spare parts, and "hot spare" configurations. We customize our mobile spare parts inventories in accordance with the spare parts strategies outlined below. The technician's portable serves two purposes: it receives electronic trouble tickets through our Radio Frequency (RF) Technician Notification System, and it is furnished with several databases to aid the technician in the field.

Spare Parts Program. The DynCorp team bases our spare parts stocking and allocation procedures on industry best practices. We subscribe to independent testing lab online databases that provide predictive equipment failure rates based on sophisticated mean-time-between-failure algorithms. These independent testing labs can even predict equipment failure rates for new technology because they obtain equipment for testing before its commercial release and apply component level analysis and testing based on reverse engineering techniques. To determine stocking levels, we apply these equipment failure rates against the equipment quantities within each service region to predict how many components will fail, and in what time frame. We then account for service level response and repair time requirements to determine optimal spare parts inventories, both fixed and mobile. We also use these statistics to assign technician account responsibilities and to justify new technician hires.

If a spare part is not available in a technician's mobile inventory, we have four Virginia warehouse locations (Virginia Beach, Richmond, Harrisonburg, and

Chantilly) that are stocked with backup spare part inventories. Technicians can check their portable's spare parts database to determine if a spare part is available in a local inventory. Technicians dial into the master spare parts database daily for inventory updates. As a final resort, technicians carry fully configured hot spares that serve as temporary full system replacements. These hot spares can be used for spare parts if conditions warrant. Technicians mail or return used equipment to the OEM or the nearest warehouse for replacement. In most cases, we return failed equipment to the OEM for overnight replacement so that we maintain the integrity of our spare parts inventories. Our spare parts inventory throughout the Commonwealth is currently valued at approximately $900,000.

On-site Technician Program. If an agency qualifies and is able to provide storage space for spare parts and a desk, the DynCorp team will offer dedicated on-site technician support. An agency may qualify for dedicated on-site support if equipment densities and service level requirements justify the need.

The DynCorp Customer Service Center (CSC) will receive hardware trouble calls from designated IT/MIS Help Desk POCs through the DynCOV Extranet or the 800-number Automatic Call Distribution (ACD) system. Our CSC's automatic dispatch system is set up so that hardware maintenance calls receive priority, either through DynCOV Extranet alerts or immediate ACD call routing to Customer Service Agents (CSAs). The only information we need from the End-user Help Desk is a description of the problem and the unique Asset Tag number assigned to the affected asset. If the agency orders end-user help desk services from the DynCorp team, all end-user calls will go directly to the CSC.

Once the CSA enters the Asset Tag number into the trouble call routing system and annotates the record with a description of the problem, the ISMS will generate an electronic trouble ticket with all relevant trouble call information: the end-user's name, location and telephone number; the designated IT/MIS Help Desk POC and telephone number; asset description; and service level requirements. We will then transmit the electronic trouble ticket via the RF Technician Notification System, as well as a simultaneous pager call to the primary technician. The primary technician's pager and portable will alert the technician that an electronic trouble ticket is waiting. Using the information provided on the trouble ticket, the technician will determine which spare parts may be required and checks for their availability in the mobile and local spare parts inventories. If for any reason the technician or spare part may not be available to effect repairs within the defined service level parameters, the technician (or the CSC) will escalate the call, as described in the Master Contract. The technician contacts the End-user Help Desk (or IT/MIS POC or end-user if the DynCorp team is responsible for end-user help desk services) to provide an estimated time of arrival, and arrives on site to perform repairs.

After receiving written sign-off of repair completion from the end-user or designated IT/MIS contact, technicians will leave a postage-paid customer satisfaction survey card with the end-user. The technicians then annotate the electronic trouble ticket with any required changes to the Asset Database and close the trouble ticket by transmitting it back to the CSC.

Maintenance Service Levels (SL1, SL2, SL3, or SL4) and Escalation Management on Trouble Calls.

Flexible Principal Period of Maintenance (PPM). The PPM determines the hours during which service delivery takes place. COV agencies may define their own PPM as any consecutive 9-hour period between the hours of 7 a.m. and 7 p.m., Monday through Friday (official state holidays excluded). The measurement of service response time starts during the PPM and is completed during the PPM. However, the DynCorp team's Customer Service Center will accept service requests 24 hours a day, 7 days a week, for service action to start at the beginning of the next PPM.

Flexible Service Levels. Adherence to service level requirements is vital to customer satisfaction in the SMS environment. The DynCorp team will capitalize on our resources and experience in performance-based IT support to achieve an outstanding record of service level compliance, providing COV agencies with consistent, reliable, and predictable SMS. The COV has defined two service levels for hardware and eligible software maintenance—Service Levels 1 and 2 (SL1 and SL2). The DynCorp team has added two additional service levels to provide the COV with flexible, cost-effective, and responsive options. For each service level, the DynCorp team has established processes and stand-by resources to respond rapidly to trouble calls.

Software Bug Fix. The DynCorp team's approach for software bug fix/patch support is to use push technology and provide links to all applicable OEM software fixes and patches through the DynCOV Extranet. The DynCorp team Customer Service Center will not wait for an end-user problem to initiate software bug fixes and patches. We have subscriptions to OEM software update services to ensure that we receive the very latest software updates. We will then use push technology to e-mail patches and notifications to designated points of contact at the Network Operations Center (NOC). These updates also will be available through the "Tech Watch" feature on the DynCOV Extranet site. For new or unknown OS or driver problems, we will work through our established OEM support channels to identify a solution. As a large account customer with all major OEMs, we already have good working relationships in place to resolve unknown problems and provide COV agencies with fast and easy problem resolution.

C.8.2 Enhanced:

Hardware Break-Fix for Agency Assets. At an agency's option, the DynCorp team will assume hardware break-fix responsibility for agency equipment that will not be replaced by SMS assets. The DynCorp team has extensive hardware maintenance resources, qualifications, and experience. We provide top-quality hardware break-fix services for all major desktop, portable, server, and network component OEMs, and we provide hardware break-fix services for IBM-compatible platforms from lesser-known manufacturers. Before we assume hardware break-fix responsibility for agency-owned assets, we will request agency inventory data and certification that the equipment is in good operating condition as of the date we assume responsibility for the equipment. Should the agency require assistance in identifying inventory data for its equipment or in certifying the condition of its equipment, the DynCorp team

offers transition planning for due diligence and site audits as a Value-added Service. We will employ hardware break-fix methodologies for all hardware maintenance services provided under the contract. During transition, we will negotiate appropriate service level agreements for hardware break-fix of agency-owned equipment.

Software Bug Fix/COTS Applications. At an agency's option, the DynCorp team will assume software bug fix responsibility for agency commercial-off-the-shelf (COTS) application software. We are initially proposing application support services for Microsoft's complete family of application software. After ordering document award, the DynCorp team will negotiate to provide additional or other COTS bug fix support, at the agency's option.

End-User Help Desk. Should a COV agency order end-user help desk services from the DynCorp team, we offer a highly qualified and experienced end-user help desk organization that operates as part of our Customer Service Center (CSC). All calls to the DynCorp team end-user help desk will be routed through the DynCOV CSC. This approach ensures that all agency users have one number to call for SMS support. Our "one touch" support methodology requires more highly skilled and better paid Customer Service Agents (CSAs) than required for more traditional help desk support models. We trade low costs up front for human intelligence, training, and technology to screen and solve problems quickly, enhance caller satisfaction, and reduce confusion. The DynCorp team CSAs are trained to classify problems quickly so that agency calls are resolved or dispatched to the appropriate party within the CSC organization—whether a customer inquiry about an order, a hardware trouble ticket, or an end-user application software problem.

The DynCorp team's end-user help desk provides "first level" help desk telephone support for COTs software. We propose end-user help desk telephone support for all standard SMS software (currently Microsoft Windows 98, Windows 2000 Professional, Windows 2000 Advanced Server, HP OpenView ManageX Event Manager and InfoManager Server 2.x, and all driver software), and for Microsoft's complete family of application software products. The DynCorp team end-user help desk can support many other application software packages. Section 13 of this proposal provides a complete list. Upon ordering document award, the DynCorp team will work with the agency to negotiate end-user help desk support for additional software packages, at the agency's option. The CSC will be accessible to COV agency users through both the DynCOV Extranet and an 800-number telephone line.

Help Desk, Server Administrator, and IT/MIS Support (no end-user support). The DynCorp team recognizes that most agencies will retain their front-line end-user support functions. We are committed to supporting COV's professional IT/MIS staff in their mission to provide agency end-users with solutions to their IT-related problems, quickly and efficiently. At an agency's option, the DynCorp team will provide "second level" IT/MIS help desk services through our Customer Service Center organization. We will employ the same methodologies described for end-user help desk services; the only difference being that our support will be limited to calls and inquiries from designated IT/MIS professionals who require assistance for

higher-level problems that cannot be resolved quickly through their existing end-user help desk organization.

C.8.3 Value-Added:

Staff Augmentation. Through our web-based Catalog/Menu of Services, the DynCorp team will offer staff augmentation services to encompass the entire SMS and systems development life cycle. The depth and breadth of our offering provides COV agencies with "one stop shopping" for IT services, if desired. The DynCorp team will work with each agency to customize an SMS solution appropriate to their needs.

Incidental SMS Products and Services. The DynCorp team will offer a full range of incidental parts (e.g., printer cables, power cords, NIC patchcords) and services through our web-based COV SMS Catalog/Menu of Services. A complete listing of incidental SMS parts and appropriate labor categories will be available to COV agencies through the web-based DynCOV catalog. Some items may not be contract items. Non-contract items may be acquired through appropriate procurement procedures.

Deskside Support Services. Optional deskside support services provide end-users with on-site assistance for resolving complex software problems and for individual training. Our deskside support analysts have high levels of experience in COTS software and hardware configuration and functional operation. Deskside support personnel complement help desk services and resolve problems that cannot be resolved over the telephone.

C.9 Management

C.9.1 Basic:

Inventory Management of IT Assets. The DynCorp team's inventory management methodology offers benefits to COV in terms of better control over the status and location of IT assets, providing a low-risk management approach to those assets. The DynCorp team proposes our existing, proven inventory management process for managing COV and DynCorp assets. This process encompasses the entire asset management life cycle, from acquisition, to technology refreshment implementation, to disposal. Our approach consists of 1) asset definition, 2) asset tracking and property management processes, 3) configuration control processes, 4) asset disposal processes, and 5) asset reporting processes.

Moves, Additions, and Changes. The DynCorp team will provide one move, addition, or change (MAC) per year for each ordered configuration. MACs will be performed by the same technician responsible for system installation, technology refreshments, and maintenance. COV agencies may order additional MACs as necessary. The DynCorp team will offer COV agencies a detailed menu of MAC selections through our Catalog/Menu of Services, ensuring best value and freedom of choice.

Technology Refreshment. The DynCorp team's well-defined technology refreshment procedures and technology awareness services ensure that our Commonwealth customers will maintain technical currency and benefit from the latest innovative IT solutions. Over the life of the contract, our technology refreshment approach will consistently examine emerging technology trends and COV agency needs to reach our shared vision. Synchronizing our vision with the Commonwealth ensures support for all COV end-users.

C.9.2 <u>**Enhanced:**</u>

Server Management (Network Management Services). The Network Operations Center (NOC), part of the DynCorp team's Customer Service Center organization, provides all network management services for our seat management contracts. If an agency chooses to have the DynCorp team provide this service, we will work with the agency during transition to establish necessary telecommunications between our NOC and the agency's network infrastructure.

The DynCorp team will perform the following specific network management tasks for COV agencies: 1) conduct daily, weekly, and monthly automated remote backup of all server data during non-business hours; 2) maintain off-site data storage at the NOC; 3) restore software and/or data files upon request from the designated agency IT/MIS POC to the NOC; 4) perform server and client administration; 5) perform software license inventory and updates (as a separately orderable Enhanced Seat Service), and 6) conduct virus protection.

Software License Management and Inventory. The DynCorp team's full-service software update, license management, and inventory capabilities can provide COV agencies with software license, configuration, and inventory management of agency software as an Enhanced Seat Service under the SMS contract. This support is contingent upon providing DynCorp team network management services to facilitate the DynCorp team's "manage to the desktop" automated software inventory and update process. Our process enforces a documented and standardized procedure for consideration and deployment of new software (e.g., technology refreshment), software upgrades (e.g., new versions of software), and software updates (e.g., bug fixes, patches, new drivers). We apply a formal configuration management process to evaluate software changes and updates, test them thoroughly in our Integration and Test Facility, and then electronically distribute them to end-users. We grant and manage all software access through the DynCorp team's central network management function, which automatically updates the ISMS Asset Database when we change software versions and releases.

Microsoft Select Outsourcer. The DynCorp team understands the benefits afforded the Commonwealth under Microsoft's Select Outsourcer program, including economies of scale; immediate usage rights; and ease of acquisition, upgrades, and installation. As a participant in the MS Select Program, GTSI, the DynCorp team's integration partner, will act as COV's Microsoft Select Outsourcer. We will then

manage the software licenses through the DynCorp team Network Operations Center.

As the COV's Microsoft Select Outsourcer, the DynCorp team will be responsible for all Microsoft contact and communication, including compliance checks, thereby relieving agency personnel of this responsibility. We will track all forecasted software purchases to ensure levels are in compliance with Microsoft Select terms and conditions, thus protecting the pricing advantage afforded by the program and/or preventing program termination.

For educational institutions, the DynCorp team may become the agency's Education Select vendor, or we will work with the vendor already assigned. Upon written agency authorization, the DynCorp team will also retain and manage all agency Microsoft License Confirmations.

C.9.3 Value-Added: N/A

C.10   Disposal

C.10.1 Basic:

Equipment De-installation. The DynCorp team technician will use the following steps to de-install agency-owned assets or to de-install SMS assets as a result of installations, moves, additions, changes, or technology refreshments: (1) Unplug cables and pack assets in boxes using industry standard procedures and packing materials to prevent damage to assets (upon agency approval, we will use DynCorp team SMS boxes and packing materials to pack displaced agency assets; otherwise, we will expect the agency to provide appropriate boxes and packing materials); (2) clean up the user area of debris accumulated during the de-installation process

At the end of the contract term, the DynCOV Customer Service Center will coordinate with the appropriate agency contact to establish a de-installation schedule. The Customer Service Center will ensure that agency end-users are aware of de-installation dates, either through assurance from the designated agency contact or through direct contact with the agency end-user. The technician will follow the steps outlined above to de-install equipment on the agreed-upon de-installation date.

Displaced Vendor Asset Disposal. After de-installation of DynCorp team assets, the technician will be responsible for removing the assets from the agency's location. The DynCorp team will dispose of the assets in accordance with our team policies for disposal, which may include donating used equipment within the Commonwealth school system.

COV-owned Surplus Disposal. After completing the de-installation process, the technician will place the packed COV-owned assets in a location specified by the end-user or agency IT/MIS contact. This location may be anywhere near the end-user's vicinity, such as within the end-user's office or work area. The DynCorp team offers several Enhanced Seat Services for moving agency-owned assets to other agency or COV locations, as described below.

C.10.2   Enhanced:

Custom COV-owned Surplus Disposal Services. The DynCorp team offers the Commonwealth a number of optional disposal methods for those assets that have been displaced by SMS assets: 1) on-site re-installation of agency assets, 2) same floor moves, 3) same building moves, 4) same campus moves, and 5) shipment to another location in the Commonwealth.

C.10.3 Value-Added: N/A

C.11 Integrated Solution Services.

Integrated Solutions include the services listed below.

C.11.1 Planning and Analysis:

Strategic Planning. This area of support provides services that focus on responsibilities for the management of information processes and that maximize the use of information resources and technologies in support of a Commonwealth agency's efforts. In collaboration with other senior managers, the Chief Information Officer (CIO) would be instrumental in development, integration, implementation, and maintenance of the agency's strategic IT Investment Plan.

Systems Integration Services. The objective of integration services is to improve a business practice by analyzing a client's processes and applying information technology (IT) components. System integration encompasses all activities necessary to develop and deploy an information system. It includes the integration of technical components, organizational components, and documentation. During systems integration, IT components are engineered and integrated into the business function. This service area may use technical laboratories, prototypes, and pilot systems. Project management services that may be provided include quality assurance planning and implementation, configuration management planning and implementation, project documentation, and adjunct services.

Business Process Reengineering. This service area encompasses the examination of an organization's goals, objectives, structures/hierarchies, culture, systems, and roles in order to recommend a ground-up redesign for achieving long-term, full-scale integration. This process is required to optimize Commonwealth business processes supported by new application systems.

Requirements Analysis. This service area includes examining functional, management, and technical requirements and/or issues to provide effective solutions for integration efforts. This involves documenting and analyzing the differences in the way common functional operations or processes are executed or interfaced, benchmarking these processes against the best public and private sector achievements, identifying the existing "as is" processes and data, and documenting known problems in existing processes and data that must be corrected to provide a functionally adequate business or mission standard. The final stage of this service area is recommending data processes, interfaces, and data baselines that together meet the information needs of the functional activity.

CIO Program Support. This service area supports agency CIOs in planning, developing, and carrying out a comprehensive information technology program.

Such a program includes a broad range of activities: policy development, strategic planning, performance-based and results-based management, process improvement, capital planning and investment control, technology assessment, security and information assurance, architecture and infrastructure definition, technology acquisition, and information technology leadership.

C.11.2   Designing, Building, and Testing:

Systems Analysis and Design. This service area includes the design, development, installation, testing and validation, operation, and maintenance of prototype applications and databases to determine optimal cross-functional solutions for integration concepts and problems integral to Commonwealth business processes. Personnel develop schedules and implement plans with definable deliverables, including parallel operations where required, identification of technical approach, and a description of anticipated prototype results. Detailed systems design results in deliverables such as detailed data and process models, program specifications, interface specifications/documentation, screen and report designs, prototypes, testing documentation, program control specifications, structure charts, module definitions, compile or build units, data usage definitions, networking or teleprocessing considerations, and hardware and network architectures.

Database Planning and Design/Data Warehousing. This service area includes development of information flow models across functional domains, creation of functional data models, standardization and implementation of common data elements, prototyping, development, and implementation of shared databases in standard/common/migration system or systems. It also includes development of data migration strategies to identify the plans and processes for the transition of legacy data to shared data through the utilization of data standards. Target systems/ applications will have standardized data elements with data architectures. They will be compliant with Commonwealth goals to facilitate data sharing, data reuse, and single point entry. Target systems will have distributed, integrated databases that are centrally managed apart from their associated applications.

Systems Reengineering and Legacy System Migration. This service area includes all aspects of the design, development, documentation, and testing of applications and their infrastructures related to modifying one or several legacy applications. All development will be performed in accordance with the Commonwealth DIT-approved technical architectures, standards, and guidelines. This service area also includes defining and applying object-oriented methodology solutions for transitioning client legacy systems and, concurrently, providing guidance in applying object design methods to enhance current legacy systems until the remediation development cycle is completed.

Information Technology Security (ITS)/Information Assurance. The objective of Information Technology Security (ITS) is to address the security of information and computing resources at all organizational levels. This service area includes advice, studies, products, and implementation resources for ITS.

IT Systems Development Services. The DynCorp team provides full systems development life cycle services, including requirements analysis, process analysis and design, cost/benefit analysis, product evaluation and analysis, quality assurance planning, test planning, training, logical and physical database design, programming, configuration management, and implementation and support. Consistent and flexible methodologies are employed organization-wide according to the Software Engineering Institute (SEI) Capability Maturity Model (CMM), for consistent results. For each project, the DynCorp team furnishes complete documentation and deliverables in accordance with the approved methodology.

Programming Services. Using commercially available development languages and automated development, test, and configuration management tools, the DynCorp team builds applications based on customer-approved designs. Our structured programming work includes programming the application, unit testing, module testing, and system testing using DynCorp's quality assurance procedures and configuration management practices. Programming includes development of network utilities and operating system utilities as a part of systems development life cycle tasks. For each project, the DynCorp team furnishes complete documentation and deliverables in accordance with the approved methodology for users and systems personnel.

C.11.3   Implementation of Operations:

System Installation and Maintenance. Under this service area, the contractor provides support services for all aspects required to deploy approved standard/common/migration applications/systems. All services offered under this area include the use and integration of approved Commonwealth standard communications, security, data, and other defined technical platforms. Applications can be integrated with the existing infrastructure or built with a new infrastructure in compliance with Commonwealth-approved standards and architectures. Tasks may include the support services necessary to convert one or more legacy systems to the migration application(s), including steps such as parallel operations.

Intelligent Document Management (IDM). This service area integrates technologies to efficiently manage mission critical documents through their entire life cycle, complete with all associated processes. Processes required include requirements analysis, document preparation (triage), image scanning, optical character recognition (OCR), indexing, automated workflows, document conversion, and QC/QA. IDM allows the organization/enterprise to accomplish two critical objectives: (1) to manage its document collections, however large the volume becomes; and (2) to efficiently route documents through their business process(es).

Telecommunications/Network Implementation and Management. The objective of this service area is to engineer, document, install, deploy, operate, and/or provide support systems for voice, images, data, video, and other telecommunications functions. This service area also includes telecommuting services. The objective of telecommuting is to design, develop, test, and implement a transport architecture supporting remote employees or consultants (telecommuting and off-site) at any organizational level. The proposed telecommunications infrastructure should

integrate into the existing business communications architecture wherever possible. Users and their requirements/applications will range from the simplest (single line) to complex high-speed data and video applications.

Information Retrieval Services (Imaging). Information Retrieval Services involves the acquisition, scanning, storage, and retrieval of information from multiple sources. It may include hard copy documents, electronic files, electronic resource material collected from the Internet or World Wide Web, and material from any other source. This service area involves analyzing requirements for retrieval and storage systems; tradeoff analysis; and selection, implementation, and operation of the retrieval system. Additionally, it involves the preparation of material for storage and retrieval.

Mobile Data Computers (MDC). Using MDC systems, police officers in the field can connect to federal and state crime computer networks, such as NCIC, NLETS and DMV, to access criminal information quickly. This means that officers in the field can access the information they need without leaving the safety of their patrol cars. Cars can send online messages to one another, and if a car is out of range, its messages are stored and delivered upon return. Bi-directional access to department applications like CAD, RMS, and other third-party applications and Internet-based resources means that officers spend more time in the field and less time behind a desk.

Field Reporting. Field reporting is a mobile information solution that gives an agency the combined benefits of real-time data collection and access to mission-critical information. Used in conjunction with other systems, field reporting systems can improve the accuracy of field interviews, accelerate report preparation, simplify the review and approval process, and ensure more complete incident and accident reports.

C.12 Labor Category Descriptions.

C.12.1   Staff Augmentation and Incidental Time and Materials SMS Services.

Position 1: Technical Specialist

Functions: Provides expert advice and assistance in state-of-the-art technologies defined by the business segment. Performs technical work, analyzes or studies complex functional and technical problems, enhances or implements systems solutions, and supports test and acceptance phases. May act as technical supervisor to other project personnel.

Qualifications:

- Advanced degree in related subject area or bachelor's degree and at least 5 years additional experience; or equivalent experience.

- 8 years experience in applying IT to solve customer problems and 4 years of specialized experience in the area being supported.

Position 2: Systems Analyst 1

Functions: Defines, designs, and specifies processes and procedures supporting complex information systems. Works as part of a team during the requirements analysis and system design phases of the system development life cycle. Creates documentation supporting analysis and design activities.

Qualifications:

- Bachelor's degree in computer science or related field or equivalent experience.

- 7 years IT systems experience, with 3 of the 7 years using structured analytical and programming methods at the system level. Experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Experienced in the use of automated tools for requirements analysis and system design activities.

Position 3: Systems Analyst 2

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Team Leader during the requirements analysis and system design phase of the system development life cycle. Oversees creation of documentation that supports analysis and design activities.

Qualifications:

- Bachelor's degree in computer science, related field, or equivalent experience. Advanced degree in computer science, related field, or equivalent experience is desirable.

- 10 years IT systems experience, with 6 of the 10 years using structured analytical and programming techniques at the systems level. Experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Well-versed in the use of integrated CASE tools for requirements analysis and system design. Able to direct the efforts of other analysts.

Position 4: Systems Analyst 3

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Team Leader during the requirements analysis and system design phase of the system development life cycle. Performs the final approval review of documentation created to support analysis and design activities.

Qualifications:

- Advanced degree in computer science, related technical field, or equivalent experience.

- 10 years IT systems experience, with 7 of the 10 years using structured analytical and programming techniques at the systems level. Highly experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Well-versed in the use and development of integrated CASE tools for requirements analysis and system design. Occasionally directs the efforts of other analysts.

Position 5: Database Administrator

Functions: Undertakes significant analyses within technical area of expertise. Controls the global view of databases, controls access to the databases, assures the safekeeping of databases, and monitors the use of databases. Applies analytical and evaluative techniques to processes and problems. Determines requirements/defines problems, makes recommendations for optimum approaches. Develops white papers, needs assessments, feasibility studies, and cost benefit analyses.

Qualifications:

- Bachelor's degree in computer science or related field, or equivalent experience.

- 8 years experience in the application of analytical techniques in a business or technical environment. Experienced at collecting information from interviews, literature searches, and other sources. Four years experience with database management systems, with at least 2 of the 4 years supporting relational database management systems.

Position 6: Sr. Network Engineer

Functions: Supervises and provides technical support in evaluating and resolving network and processor problems. Designs, installs, and may maintain networks that link numerous computing platforms, operating systems, network topologies, and network protocols.

Qualifications:

- Bachelor's degree in computer science or related field, or equivalent experience. Advanced degree preferred.

- 7 years IT experience, including 4 years supporting network environments and 1 year supervising network-related activities. Indepth knowledge of network management tools, techniques, and procedures. Experienced in developing, monitoring, and reporting network performance metrics.

Position 7: Network Engineer

Functions: Provides technical support in evaluating and resolving network and processor problems. Responsible for the design, configuration, and implementation of networks.

Qualifications:

- Bachelor's degree in computer science or related field, or equivalent experience.

- 6 years ADP technical experience including 3 years supporting network environments. Knowledge of network management tools and techniques. Experienced at measuring and reporting network performance.

Position 8: System Administrator

Functions: Ensures system availability and functionality. Performs user account management, security management, and system backups in accordance with established procedures.

Qualifications:

- Bachelor's degree or equivalent experience.

- 4 years ADP experience including 2 years supporting daily operational activities of complex systems, subsystems, or networks.

Position 9: Technical Writer

Functions: Develops, writes, and edits ADP documentation incorporating information from users, ADP development personnel, and management personnel. Develops reports from written and electronic input media. Prepares graphic presentations of technical information for both technical and non-technical users. Assists in requirements analysis and preliminary system design activities through participation in user interviews.

Qualifications:

- Bachelor's degree in English, journalism, or related field, or equivalent experience.

- 4 years experience in the development of technical documentation using automated tools including desktop publishing. Experienced in developing ADP systems and user documentation in accordance with specified standards.

Position 10: Systems Engineer 1

Functions: Applies systems analysis techniques and procedures to design computer systems according to user requirements. Develops design to support functional description. Considers software, hardware, and standards information technology skills in designing architectures and software for system interoperability, portability, and scalability.

Qualifications:

- Bachelor's degree in Computer Science or related field, or equivalent experience.

- 6 years experience in systems programming, analysis, and development, including 2 years of development involving hardware and communications components. Experienced in COTS product analysis and recommendation as integral to the system design.

Position 11: Systems Engineer 2

Functions: Applies systems analysis and engineering techniques and procedures to develop complex information systems. Develops designs to support functional descriptions. Combines software, hardware, and standards IT skills with engineering rigor in the design and architecture of systems.

Qualifications:

- Bachelor's degree in computer science, engineering, related field, or equivalent experience. Advanced degree in computer science, engineering, related field, or equivalent experience is desirable.

- 10 years experience in systems programming, analysis, and system development, including 5 of the 10 years developing hardware and communications components. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well-versed in the use of engineering methodologies and procedures.

Position 12: Systems Engineer 3

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards and engineering in the development of system architectures.

Qualifications:

- Advanced degree in computer science, engineering, related field, or equivalent experience.

- 10 years experience in systems programming, analysis, system development, and engineering including 7 of the 10 years developing complex hardware, software, and communications solutions. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well-versed in the use of engineering methodologies and procedures.

Position 13: Systems Engineer 4

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards and engineering in the development of system architectures.

Qualifications:

- Bachelor's degree in computer science, engineering, related field, or equivalent experience. Additional course work beyond a Bachelor's degree is desirable.

- 12 years experience in the engineering and development of complex solutions to system problems. A recognized expert.

Position 14: Systems Engineer 5

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards and engineering in the development of system architectures.

Qualifications:

- Advanced degree; master's degree in computer science, engineering, related field, or equivalent experience, plus additional course work. Doctorate degree is desired.

- 14 years experience in the engineering and development of complex solutions to system problems. Recognized nationally as an expert in the field.

Position 15: IT Technician 1

Functions: Installs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Assists higher level technicians by performing such tasks as replacing components, wiring circuits, and taking test readings; repairing simple electronic equipment; and using tools and common test instruments (e.g., multimeters, audio signal generators, and oscilloscopes). Assures safety of biomedical equipment for required standards compliance and human use. Also capable of entering basic information into computer system to initiate operations or generate reports. Receives technical guidance as required from higher level technicians or supervisors. Work is typically spot-checked or reviewed in detail when new or advanced.

Qualifications:

- High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, or telecommunications desired.

- 2 years experience in the installation of automatic data processing systems. Possesses working knowledge of applicable standards and building codes.

Position 16: IT Technician 2

Functions: Installs, maintains, and repairs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Applies comprehensive knowledge to solve complex problems such as those solutions prescribed in technical literature. Must have experience with system operability such as the interrelationships of circuits and judgment in determining work sequence in selecting tools and test equipment. Assures safety of biomedical equipment for required standards compliance and human use. May be experienced in computer system operations or report generation. Receives technical guidance as required from higher level technicians or supervisors. Work is typically reviewed for specific compliance with accepted practices and work assignments.

Qualifications:

High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- Possesses working knowledge of applicable standards and building codes. Knowledgeable of technologies such as the use and application of test equipment to determine continuity and performance measurement. Experienced with system installation technologies such as copper, fiber optic broadband cabling systems, and black box technologies.

Position 17: IT Technician 3

Functions: Installs, maintains, and repairs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Applies advanced technical knowledge to solve unusually complex problems such as those solutions that cannot be readily found in technical literature. Able to identify malfunctions and accommodate engineering changes. Must have experience Installs, maintains, and repairs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Applies advanced technical knowledge to solve unusually complex problems such as those solutions that cannot be readily found in technical literature. Able to identify malfunctions and accommodate engineering changes. Must have experience and knowledge in detailed interrelationships of circuits or system components, and judgment in performing such tasks as making circuit analysis, calculating wave forms, tracing relationships in signal flow, and regularly using complex test equipment. Assures safety of biomedical equipment for required standards compliance and human use. May be experienced in computer system operations or report generation. Work may be reviewed for compliance with accepted practices and work assignments. May provide technical guidance to lower level technicians.

Qualifications:

- High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 5 years experience in the installation and maintenance of automatic data processing systems. Possesses working knowledge of applicable standards and building codes. Experienced with technologies such as the use and application of test equipment to determine continuity and performance measurement. Experienced with system installation technologies such as terminating and testing copper and fiber optic broadband cabling systems and black box technologies. Able to perform component-level repairs and calibration such as with copper and fiber optic broadband cable system headends, front-end processors, network management systems, and related test equipment. Able to integrate new technologies to existing system components such as voice and data systems while ensuring compatibility.

Position 18: IT Technician 4

Functions: Applies advanced technical knowledge and experience to investigate, analyze, plan, design, and provide technical oversight for systems installation such as voice and data transmission, system actuators, and complete hardware/software systems. Assures safety of biomedical equipment for required standards compliance and human use. Coordinates electronic equipment and communication installation with management. Supervises other technicians in testing, tuning, and adjusting equipment to obtain optimum performance. Ensures techniques, materials, and accomplishments are according to technical standards, specifications, and engineered directives.

Qualifications:

- High school diploma or equivalent experience. BICSI certification may be required. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 10 years experience in all facets of system installation such as voice/data cabling and black box technologies, with 5 years experience supervising the installation and maintenance of automatic data processing systems, usually involving copper or fiber cabling. Working knowledge of data transfer characteristics and various communication protocols, and demonstrated knowledge of the application of communications standards (i.e., IEEE and CCITT). Ability to integrate new technologies to existing systems and ensure compatibility. Certified in appropriate technical disciplines such as cable testing and inspection.

Position 19: IT Technician 5

Functions: Applies advanced technical knowledge and experience to investigate, analyze, plan, design, and provide technical oversight for systems installation such as voice and data transmission, system actuators, and complete hardware/software systems. Coordinates electronic equipment and communication installation with management. Supervises other technicians in testing, tuning, calibrating, and adjusting equipment to obtain optimum performance. Assures safety of biomedical equipment for required standards compliance and human use. Ensures techniques, materials, and accomplishments are according to technical standards, specifications, and engineered directives.

Qualifications:

- Bachelor's degree or equivalent experience. BICSI certification may be required. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 10 years experience in all facets of system installation such as voice/data cabling and black box technologies, with 5 years experience supervising the installation and maintenance of automatic data processing systems, usually involving copper or fiber cabling. Working knowledge of data transfer characteristics and various communication protocols, and demonstrated knowledge of the application of communications standards (i.e., IEEE and CCITT). Ability to integrate new technologies to existing systems and ensure compatibility. Certified in appropriate technical disciplines such as cable testing and inspection. Possesses working knowledge of applicable standards and building codes. Able to integrate new technologies to existing system components such as voice and data systems while ensuring compatibility.

Position 20: IT Specialist 1

Functions: Performs variety of professional support functions using organization's office automation systems. Able to advise other staff in the use of IT systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analyses as required. Generates reports on various technical and administrative issues.

Qualifications:

- High school diploma or equivalent experience.

- 2 years experience in providing general information technology systems and project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions.

Position 21: IT Specialist 2

Functions: Performs variety of professional support functions using organization's office automation systems. Able to advise other staff in the use of IT systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analyses as required. Generates reports on various technical and administrative issues. May supervise other IT Support Specialists.

Qualifications:

- High school diploma or equivalent experience.

- 4 years experience in providing general information technology systems and project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions.

Position 22: Junior Training Specialist

Functions: Schedules programs, presentations, and training sessions conducted by training staff and presented to management, staff, and customers. Assembles materials, schedules conference rooms, prepares class rosters, and provides for any audiovisual equipment that may be required.

Qualifications:

- High school diploma or equivalent experience.

- 4 years of related experience.

Position 23: Training Specialist

Functions: Analyzes, designs, develops, implements, and evaluates training systems for information systems users and support personnel. Delivers or supervises training via traditional classroom instruction or other appropriate methods. Possesses indepth knowledge of the various phases of training system development. Works with content experts such as information systems designers and subject matter experts. Analyzes, designs, and prepares reports and specifications.

Qualifications:

- Bachelor's degree.

- 5 years of experience in curriculum development and stand-up, hands-on training presentation. Knowledge able of automated training methods such as CBT, video, Internet.

Position 24: Senior Training Specialist

Functions: Directs, designs, and facilitates training development initiatives. Analyzes performance and effectiveness of training personnel conducting training. Facilitates and tracks training course feedback for course improvement.

Qualifications:

- Bachelor's degree in computer science, education, or related field or training certification through an accredited computer institute.

Position 25: Systems Programmer

Functions: Responsible for system programming functions dealing with the overall operating system or complex subsystem. Works at the highest technical level on all phases of system programming controlling the operating system with the freedom to make decisions on the techniques to be used. Develops specifications for very complex systems programming activities. Prepares recommendations for system improvement for management and user consideration. Monitors operating system performance and takes action to maximize system capacity and throughput. Acts as consultant to the technical staff and the end-user community.

Qualifications:

- Bachelor's degree in computer science, engineering, mathematics, or other technical field, or equivalent experience.

- 6 years experience in the programming environment with at least 3 of the 6 years serving as a systems programmer. Experience maintaining program products, including evaluation, testing, and implementation.

C.10.2 Integrated Solution Services.

Position 1: Functional/Management Specialist

Functions: Responsible for applying advanced technical skills to the analysis of business processes and problems. Assesses requirements and designs sophisticated technical applications/solutions. Using well-developed diagnostic skills, analyzes problems and develops effective solutions.

Qualifications:

- Advanced degree in related subject area or bachelor's degree and at least 2 years of additional experience; or equivalent experience.

- 8 years experience in the analysis and design of business systems, procedures, and processes. Experienced in the development and maintenance of large systems providing enterprise-wide service.

Position 2: Systems Programmer

Functions: Responsible for system programming functions dealing with the overall operating system or complex subsystem. Works at the highest technical level on all phases of system programming controlling the operating system with the freedom to make decisions on the techniques to be used. Develops specifications for very complex systems programming activities. Prepares recommendations for system improvement for management and user consideration. Monitors operating system performance and takes action to maximize system capacity and throughput. Acts as consultant to the technical staff and the end-user community.

Qualifications:

- Bachelor's degree in computer science, engineering, mathematics, or other technical field, or equivalent experience.

- 6 years experience in the programming environment with at least 3 of the 6 years serving as a systems programmer. Experience maintaining program products, including evaluation, testing, and implementation.

Position 3: Systems Analyst 1

Functions: Defines, designs, and specifies processes and procedures supporting complex information systems. Works as part of a team during the requirements analysis and system design phases of the system development life cycle. Creates documentation supporting the analysis and design activities.

Qualifications:

- Bachelor's degree in computer science or related field or equivalent experience.

- 7 years IT systems experience, with 3 of the 7 years using structured analytical and programming methods at the system level. Experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Experienced in the use of automated tools for requirements analysis and system design activities.

Position 4: Systems Analyst 2

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Team Leader during the requirements analysis and system design phase of the system development life cycle. Oversees creation of documentation that supports analysis and design activities.

Qualifications:
- Bachelor's degree in computer science, related field, or equivalent experience. Advanced degree in computer science, related field, or equivalent experience is desirable.
- 10 years IT systems experience, with 6 of the 10 years using structured analytical and programming techniques at the systems level. Experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Well-versed in the use of integrated CASE tools for requirements analysis and system design. Able to direct the efforts of other analysts.

Position 5: Systems Analyst 3

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Team Le ader during the requirements analysis and system design phase of the system development life cycle. Performs final approval review of documentation created to support analysis and design activities.

Qualifications:

- Advanced degree in computer science, related technical field, or equivalent experience.

- 10 years IT systems experience, with 7 of the 10 years using structured analytical and programming techniques at the systems level. Highly experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Well-versed in the use and development of integrated CASE tools for requirements analysis and system design. Occasionally directs the efforts of other analysts.

Position 6: Systems Analyst 4

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Team Leader during the requirements analysis and system design phase of the system development life cycle. Performs final approval review of documentation created to support analysis and design activities.

Qualifications:

- Bachelor's degree in computer science, related technical field, or equivalent experience. Advanced degree is desirable, as is being recognized in the field as an expert.

- 12 years IT systems experience, with 8 of the 12 years using structured analytical and programming techniques at the systems level. Highly experienced at defining requirements, conceptualizing system design, evaluating alternatives, and presenting recommendations. Expert in the use and development of integrated CASE tools for requirements analysis and system design. At least 3 years directing the efforts of other analysts.

Position 7: Systems Analyst 5

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Chief Designer during the system development life cycle. Defines the documentation requirements.

Qualifications:

- Advanced degree; master's degree in computer science, engineering, related field, or equivalent experience, plus additional course work. Doctorate degree is desired.

- 14 years IT systems experience, with 10 of the 14 years using structured analytical and programming techniques at the systems level, as well as developing and implementing advanced techniques and procedures. Sought as a recognized expert in requirements definition, conceptualizing system design, evaluating alternatives, and selecting final solutions. Expert in the use and development of integrated CASE tools for requirements analysis and system design. At least 5 years managing and directing the efforts of other analysts. Recognized nationally as an expert in the field.

Position 8: Programmer/Analyst

Functions: Performs complex analytical projects as part of a team during the system development life cycle. Analyzes processes and procedures and creates program designs based on the analysis. Develops programs in accordance with approved system/subsystem design specifications. Tests unit code modules. Creates documentation supporting the analysis, design, and development activities.

Qualifications:

- Bachelor's degree in computer science or related field, or equivalent experience.

- 6 years of IT systems experience with at least 3 years performing analysis of business systems, procedures, and processes and 3 years developing applications systems or subsystems.

Position 9: Database Administrator

Functions: Undertakes significant analyses within technical area of expertise. Controls the global view of databases, controls access to the databases, assures safekeeping of the databases, and monitors the use of databases. Applies analytical and evaluative techniques to processes and problems. Determines requirements/defines problems, makes recommendations for optimum approaches. Develops white papers, needs assessments, feasibility studies, and cost benefit analyses.

Qualifications:

- Bachelor's degree in computer science or related field, or equivalent experience.

- 8 years experience in the application of analytical techniques in a business or technical environment. Experienced at collecting information from interviews, literature searches, and other sources. Four years experience with database management systems, with at least 2 of the 4 years supporting relational database management systems.

Position 10: Technical Writer

Functions: Develops, writes, and edits ADP documentation incorporating information from users, ADP development personnel, and management personnel. Develops reports from written and electronic input media. Prepares graphic presentations of technical information for both technical and non-technical users. Assists in requirements analysis and preliminary system design activities through participation in user interviews.

Qualifications:

- Bachelor's degree in English, journalism, or related field, or equivalent experience.

- 4 years experience in the development of technical documentation using automated tools including desktop publishing. Experienced in developing ADP systems and user documentation in accordance with specified standards.

Position 11: Systems Engineer 1

Functions: Applies systems analysis techniques and procedures to design computer systems according to user requirements. Develops design to support functional description. Considers software, hardware, and standards information technology skills in designing architectures and software for system interoperability, portability, and scalability.

Qualifications:

- Bachelor's degree in Computer Science or related field, or equivalent experience.

- 6 years experience in systems programming, analysis, and development, including 2 years of development involving hardware and communications components. Experienced in COTS product analysis and recommendation as integral to the system design.

Position 12: Systems Engineer 2

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems. Develops designs to support functional descriptions. Combines software, hardware, and standards IT skills with engineering rigor in the design and architecture of systems.

Qualifications:

- Bachelor's degree in computer science, engineering, related field, or equivalent experience. Advanced degree in computer science, engineering, related field, or equivalent experience is desirable.

- 10 years experience in systems programming, analysis, and system development, including 5 of the 10 years developing hardware and communications components. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well-versed in the use of engineering methodologies and procedures.

Position 13: Systems Engineer 3

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards, and engineering in the development of system architectures.

Qualifications:

- Advanced degree in computer science, engineering, related field, or equivalent experience.

- 10 years experience in systems programming, analysis, system development, and engineering including 7 of the 10 years developing complex hardware, software, and communications solutions. Experience relating design requirements to COTS products and making sound recommendations for their incorporation. Well-versed in the use of engineering methodologies and procedures.

Position 14: Systems Engineer 4

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards, and engineering in the development of system architectures.

Qualifications:

- Bachelor's degree in computer science, engineering, related field, or equivalent experience. Additional course work beyond a Bachelor's degree is desirable.

- 12 years experience in the engineering and development of complex solutions to system problems. A recognized expert.

Position 15: Systems Engineer 5

Functions: Applies systems analysis and engineering techniques and procedures to developing complex information systems on multiple platforms and development environments. Combines software, hardware, standards, and engineering in the development of system architectures.

Qualifications:

- Advanced degree; master's degree in computer science, engineering, related field, or equivalent experience, plus additional course work. Doctorate degree is desired.

- 14 years experience in the engineering and development of complex solutions to system problems. Recognized nationally as an expert in the field.

Position 16: Information Systems/Security Analyst

Functions: Defines, designs, and specifies processes and procedures for developing complex information systems. Provides highly technical and specialized guidance and solutions to complex information systems problems. Performs significant analyses and studies.

Qualifications:

- Bachelor's degree in related field or equivalent experience.

- 15 years of IT systems experience. Highly qualified at defining specialized requirements, conceptualizing and developing system designs, analyzing alternative approaches, and implementing complex systems. Knowledgeable in a wide range of hardware, software, and communications solutions.

Position 17: Subject Matter Expert 1

Functions: Expert consulting in highly specialized, leading edge information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

Qualifications:

- Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, industrial hygiene, or mathematics, or equivalent experience.

- 10 years of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches. Experience in traditional videography and videography of subject matter suitable for digitalization and broadcast over the Internet.

Position 18: Subject Matter Expert 2

Functions: Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

Qualifications:

- Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, or mathematics, or equivalent experience.

- 12 years of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches.

Position 19: Subject Matter Expert 3

Functions: Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills.

Qualifications:

- Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, or mathematics, or equivalent experience.

- 15 years of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches.

Position 20: Subject Matter Expert 4

Functions: Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills. Assumes major project planning and execution responsibility at enterprise-level. Manages multiple enterprise-level IT projects planning and execution such as long-range strategic planning. Directs all aspects of the information systems function. Determines operating philosophy of department and enforces enactment of philosophy. Analyzes complex complete systems solutions according to user, enterprise, and industry trends. Recommends and implements ultimate solution to complex problems.

Qualifications:

- Advanced degree in specialty area, information technology, computer science, operations research, electrical engineering, mathematics, sanitary engineering, or industrial hygiene, or equivalent experience.

- 17 years of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert, especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches. Experience in traditional captioning with specialized expertise in combining captioning with subject matter suitable for digitization and/or with Internet programming languages to synchronize multimedia objects.

Position 21: Subject Matter Expert 5

Functions: Expert consulting in highly specialized, leading edge solutions involving information technologies and methodologies. Provides highly technical specialized guidance with regard to automated solutions to complex information processing problems. Often called upon as one of a few nationally recognized specialists with unique knowledge and skills. Assumes major project planning and execution responsibility at enterprise level. Manages multiple enterprise-level IT projects planning and execution such as long-range strategic planning. Directs all aspects of the information systems function. Determines operating philosophy of department and enforces enactment of philosophy. Analyzes complex complete systems solutions according to user, enterprise, and industry trends. Recommends and implements ultimate solution to complex problems. Interfaces with the highest management levels of the enterprise and industry.

Qualifications:

- Doctorate degree in specialty area, information technology, computer science, operations research, electrical engineering, or mathematics, or equivalent experience.

- 20 years of progressively responsible experience involving information technology and related systems and often unique specialization. Recognized as an industry or specialty expert especially in the use of information processing, telecommunications, or security systems, through exposure such as publications, research, teaching, and speeches.

Position 22: Program Analyst 1

Functions: Works in support of task leaders and generally other analysts. Coordinates with other program analysts assigned to the project. Conducts program research in areas such as national security and training methodologies using a variety of methods, including computer resources. Prepares for and conducts interviews of subject matter experts. Synthesizes raw data and information into a larger product. Contributes to written scholarly or technical products. Develops and uses multiple product formats for conveying information such as Internet web sites, CD-ROM, laser disk, and hard copy products.

Qualifications:

- Bachelor's degree in related field, or equivalent experience.

- Related academic studies, internships, or demonstrated individual capability.

Position 23: Program Analyst 2

Functions: Works in support of task leaders and generally other analysts. Cooperates with other program analysts assigned to the project. Conducts program research in areas such as national security and training methodologies using a variety of tools, including computer resources. Prepares for and conducts interviews of subject matter experts. Synthesizes raw data and information into a larger product. Contributes to written scholarly or technical products. Develops and uses multiple product formats for conveying information such as web sites, CD-ROM, laser disk, and hard copy products.

Qualifications:

- Bachelor's degree and 1 year experience in related field, or master's degree in related field, equivalent experience, or a combination thereof.

- Related academic studies, internships, previous professional positions, or demonstrated individual capability.

Position 24: Program Analyst 3

Functions: Responsible for applying research and specialized technical and analytical skills and techniques to support implementation responsibilities related to major operations and programs of national significance. Assists in defining program requirements, assessing required resources, identifying processes and procedures, addressing outstanding issues for resolution, and describing alternative approaches. Proposes and/or develops methodologies for the redaction of operation/program data into appropriate electronic/hard copy format.

Qualifications:

- Advanced degree in related subject area, or bachelor's degree plus equivalent experience, or overall equivalent experience.

- 4 years experience in technical/policy support and analysis of complex programs, tasks, processes, and procedures. Experienced in program planning, training, coordination, implementation, and documentation.

Position 25: Program Analyst 4

Functions: Defines requirements, applies analytical techniques, creates documentation supporting analysis, provides justification for priorities of alternative solutions, recommends solutions to match requirements and resources available, distills lessons learned from observation/analysis of processes. Leads teams of analysts working on complex, large-scale issues requiring research, analysis, planning, documentation, and technical support. Proposes and/or develops methodologies for the redaction of operation/program data into appropriate electronic/hard copy format.

Qualifications:

- Advanced degree in related subject area, or bachelor's degree plus equivalent experience, or overall equivalent experience.

- 6 years experience in policy/technical analysis, program planning, specialized technical support, and task management services. Experienced at research, assimilating information from a wide variety of sources, analyzing complex processes, developing alternatives, and providing solutions.

Position 26: Program Analyst 5

Functions: Serves as the lead subject matter expert to provide technical expertise, implementation review, editing and coordination of projects that include, but are not limited to, technology analysis, strategic technology planning, policy research and analysis, technical training support, and automated, electronic or hard copy information product development.

Qualifications:

- Advanced degree in related subject area, or equivalent experience.

- 8 years experience in a field related to the project.

Position 27: Program Analyst 6

Functions: Serves as the lead subject matter expert to provide technical expertise, implementation review, editing and coordination of projects that include, but are not limited to, technology analysis; strategic technology planning; policy research and analysis; technical training support; and automated, electronic, or hard copy information product development.

Qualifications:

- Advanced degree in related subject area, or bachelor's degree and 10 years of additional experience in a field related to the project, or overall equivalent experience.

- 10 years experience in a field related to the project.

Position 28: IT Technician 1

Functions: Installs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Assists higher level technicians by performing such tasks as replacing components, wiring circuits, and taking test readings; repairing simple electronic equipment; and using tools and common test instruments (e.g., multimeters, audio signal generators, and oscilloscopes). Assures safety of biomedical equipment for required standards compliance and human use. Also capable of entering basic information into computer system to initiate operations or generate reports. Receives technical guidance as required from higher level technicians or supervisors. Work is typically spot-checked or reviewed in detail when new or advanced.

Qualifications:

- High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, or telecommunications desired.

- 2 years experience in the installation of automatic data processing systems. Possesses working knowledge of applicable standards and building codes.

Position 29: IT Technician 2

Functions: Installs, maintains, and repairs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Applies comprehensive knowledge to solve complex problems such as those solutions prescribed in technical literature. Must have experience with system operability such as the interrelationships of circuits and judgment in determining work sequence in selecting tools and test equipment. Assures safety of biomedical equipment for required standards compliance and human use. May be experienced in computer system operations or report generation. Receives technical guidance as required from higher level technicians or supervisors. Work is typically reviewed for specific compliance with accepted practices and work assignments.

Qualifications:

- High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- Possesses working knowledge of applicable standards and building codes. Knowledgeable of technologies such as the use and application of test equipment to determine continuity and performance measurement. Experienced with system installation technologies such as copper, fiber optic broadband cabling systems, and black box technologies.

Position 30: IT Technician 3

Functions: Installs, maintains, and repairs systems and components such as cabling, circuitry, and system actuators for complete system connectivity, communication, and operation. Does cabling for voice and data transmission in accordance with EIA/TIA standards. Applies advanced technical knowledge to solve unusually complex problems such as those solutions that cannot be readily found in technical literature. Able to identify malfunctions and accommodate engineering changes. Must have experience and knowledge in detailed interrelationships of circuits or system components, and judgment in performing such tasks as making circuit analysis, calculating wave forms, tracing relationships in signal flow, and regularly using complex test equipment. Assures safety of biomedical equipment for required standards compliance and human use. May be experienced in computer system operations or report generation. Work may be reviewed for compliance with accepted practices and work assignments. May provide technical guidance to lower level technicians.

Qualifications:

- High school diploma or equivalent experience. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 5 years experience in the installation and maintenance of automatic data processing systems. Possesses working knowledge of applicable standards and building codes. Experienced with technologies such as the use and application of test equipment to determine continuity and performance measurement. Experienced with system installation technologies such as terminating and testing copper and fiber optic broadband cabling systems and black box technologies. Able to perform component level repairs and calibration such as with copper and fiber optic broadband cable system headends, front-end processors, network management systems, and related test equipment. Able to integrate new technologies to existing system components such as voice and data systems while ensuring compatibility.

Position 31: IT Technician 4

Functions: Applies advanced technical knowledge and experience to investigate, analyze, plan, design, and provide technical oversight for systems installation such as voice and data transmission, system actuators, and complete hardware/software systems. Assures safety of biomedical equipment for required standards compliance and human use. Coordinates electronic equipment and communication installation with management. Supervises other technicians in testing, tuning, and adjusting equipment to obtain optimum performance. Ensures techniques, materials, and accomplishments are according to technical standards, specifications, and engineered directives.

Qualifications:

- High school diploma or equivalent experience. BICSI certification may be required. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 10 years experience in all facets of system installation such as voice/data cabling and black box technologies, with 5 years experience supervising the installation and maintenance of automatic data processing systems usually involving copper or fiber cabling. Working knowledge of data transfer characteristics and various communication protocols, and demonstrated knowledge of the application of communications standards (i.e., IEEE and CCITT). Ability to integrate new technologies to existing systems and ensure compatibility. Certified in appropriate technical disciplines such as cable testing and inspection.

Position 32: IT Technician 5

Functions: Applies advanced technical knowledge and experience to investigate, analyze, plan, design, and provide technical oversight for systems installation such as voice and data transmission, system actuators, and complete hardware/software systems. Coordinates electronic equipment and communication installation with management. Supervises other technicians in testing, tuning, calibrating, and adjusting equipment to obtain optimum performance. Assures safety of biomedical equipment for required standards compliance and human use. Ensures techniques, materials, and accomplishments are according to technical standards, specifications, and engineered directives.

Qualifications:

- Bachelor's degree or equivalent experience. BICSI certification may be required. Successful completion of technical school; trade school; or armed services technical curriculum training in electricity, electronics, biomedical equipment repair, or telecommunications desired.

- 10 years experience in all facets of system installation such as voice/data cabling and black box technologies, with 5 years experience supervising the installation and maintenance of automatic data processing systems usually involving copper or fiber cabling. Working knowledge of data transfer characteristics and various communication protocols, and demonstrated knowledge of the application of communications standards (i.e., IEEE and CCITT). Ability to integrate new technologies to existing systems and ensure compatibility. Certified in appropriate technical disciplines such as cable testing and inspection. Possesses working knowledge of applicable standards and building codes. Able to integrate new technologies to existing system components such as voice and data systems while ensuring compatibility.

Position 33: IT Specialist 1

Functions: Performs variety of professional support functions using organization's office automation systems. Able to advise other staff in the use of IT systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analyses as required. Generates reports on various technical and administrative issues.

Qualifications:

- High school diploma or equivalent experience.

- 2 years experience in providing general information technology systems and project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions.

Position 34: IT Specialist 2

Functions: Performs variety of professional support functions using organization's office automation systems. Able to advise other staff in the use of IT systems and their function relevant to the project mission. Advises management and staff of relevant issues, policies, and procedures. Performs business and technical analyses as required. Generates reports on various technical and administrative issues. May supervise other IT Support Specialists.

Qualifications:

- High school diploma or equivalent experience.

- 4 years experience in providing general information technology systems and project support. Experienced with desktop publishing and office automation systems. Knowledgeable of project operations and relationship with support functions.

Position 35: Automation Administrator 1

Functions: Performs telephone communications, assists operations staff in preparing task documents, and operates hardware/software systems. Other support services include data entry, software licensing, property management, receiving, systems operation, and data mining. Verifies data entered, where applicable.

Qualifications:

- High school diploma or equivalent experience.

- 1 year experience using a computer.

Position 36: Automation Administrator 2

Functions: Performs analytical and specialized administrative support functions. Provides support services, including data entry, software licensing, property and inventory management, receiving, systems operation, and data mining. Verifies data entered, where applicable.

Qualifications:

- High school diploma or equivalent experience.

- 3 years experience in an office environment using personal computers with various software applications supporting mainframe, network, or personal computer systems. Of that experience, at least 1 year of interpersonal interaction.

Position 37: Automation Administrator 3

Functions: Performs analytical and specialized administrative support functions. Provides support services, including data entry, software licensing, property and inventory management, receiving, systems operation, and data mining. Verifies data entered, where applicable. May direct/coordinate work of other personnel and coordinate projects by analyzing project, determining approach, compiling/analyzing data, and preparing report/recommendations using PC skills, knowledge of administrative systems, and understanding of policies and procedures.

Qualifications:

- High school diploma or equivalent experience.

- 4 years experience in an office environment using personal computers with various software applications supporting mainframe, network, or personal computer systems. Of that experience, 2 years of interpersonal interaction.

Position 38: Program Manager

Functions: Overall lead, manager, and administrator for complex contract efforts. Primary interface and point of contact with government program authorities and representatives on technical and program issues. Supervises program operations by developing procedures; planning and directing execution of the technical, programming, maintenance, and administrative support effort; and monitoring and reporting progress. Manages acquisition and employment of program resources. Manages and controls financial and administrative aspects of the program regarding contract requirements.

Qualifications:

- Bachelor's degree in computer science, mathematics, engineering, statistics, operations research, business administration, or related field.

- 10 years of experience in systems engineering or the business/technology directly related to the contract. Five years of management and supervisory experience on technical programs or projects with a demonstrated success in staffing and managing technically oriented projects and personnel. Knowledgeable of government contracts and procurement regulations.

Position 39: Buyer

Functions: Prepares and distributes solicitation documents. Receives and processes proposals. Manages subcontracting responsibilities from inception to closeout including preparing subcontract files, processing invoices, interfacing with vendors and subcontractors, interpreting mandatory guidelines, and guiding lower level staff members. Evaluates bids; selects and recommends suppliers; and negotiates price, quality, and service. Follows up on all awards until completion of order. Negotiates and settles with supplier regarding damage claims, rejections, losses, return of materials, over-shipments, cancellations, and engineering change orders. Oversees supplier site visits. Disposes of displaced vendor assets and replaced/upgraded hardware and software in accordance with established guidelines.

Qualifications:

- Bachelor's degree in business or related field or relevant certification.

- 5 years of experience in a government procurement and subcontracting environment including at least 2 years of management experience.

C.13 Labor Category Rates.

C.13.1 Staff Augmentation and Incidental Time and Materials SMS Services Labor Category Rates.

In Appendix B.3 of this APM, we provide ceiling prices for T&M labor rates for staff augmentation and incidental time and materials services.

C.13.2 Integrated Solution Services Labor Category Rates.

In Appendix B.3.3 of this APM, we provide ceiling prices for T&M labor rates for staff augmentation and incidental time and materials services.

Commonwealth of Virginia
Seat Management Services

DynCorp
THE ART OF TECHNOLOGY

C.14 Service Levels

The COV SMS Master Contract contains Service Levels mandated by SMS Standards or negotiated with the DynCorp team for each of the 8 service areas supported under the contract. The tables below identify the Service Levels and how they are measured.

C.14.1 Planning Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
	Planning			
1	Implementation Planning for Transition	Delivery Order Manager	Submission of Implementation Plan	• Submission within 7 working days of receipt of implementation schedule from agency POC 95% of the time
2	Configuration Management (CM)	Delivery Order Manager	Submission of CM Plan	• Submission within 5 working days of receipt of implementation schedule from agency POC 95% of the time
3	Scheduling	Delivery Order Manager	Submission of Delivery Schedule	• Submission within 5 working days after completion of CM Plan 95% of the time
4	Backup and Transfer of Data	Delivery Order Manager	Submission of Data Transfer Plan	• Submission within 10 working days of receipt of Participating Seat Inventory
5	Participating Seat Inventory	Delivery Order Manager	Receipt of Agency Participating Seat Inventory	• Requested within 1 working day of initial meeting with agency POC 95% of the time • Received within 3 working days of request 95% of the time
6	Asset Inventory	Delivery Order Manager	Submission of DynCorp Inventory List	• Submission within 5 working days of receipt of Participating Seat Inventory 95% of the time
7	Capacity Planning	Delivery Order Manager	Completion of Capacity Plan	• Completion within 5 working days of receipt of Participating Seat Inventory from agency POC 95% of the time

Figure C.14-1. Service Level Metric Measurement for Planning.

C.14.2 Acquisition Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
	Acquisition			
1	Platform Hardware	Asset Manager	Order and receipt of hardware	• Order within 2 working days of receipt of both Schedule and CM Plan
2	Platform Hardware Components	Asset Manager	Order and receipt of hardware components	• Order within 2 working days of receipt of both Schedule and CM Plan
3	Platform Software Components	Asset Manager	Order and receipt of software	• Order within 2 working days of receipt of both Schedule and CM Plan

Figure C.14-2. Service Level Metric Measurement for Acquisition.

C.14.3 Installation Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
	Installation			
1	Staging of Computers	Asset Manager	Receipt of computers from OEM	• Receipt from OEM within 1 day of estimated delivery date 95% of the time
2	Pre-installation of Software	Asset Manager	Successful installation	• Installation of Gold Disk and other software at least 3 days prior to installation 95% of the time
3	Installation of Hardware on User's Desk	Service Engineer	Successful installation	• 5 calendar days for forecast computers 95% of the time • 20 calendar days for non-forecast computers 98% of the time • Initial failure rate less than or equal to 3%
4	Configuration of Printer, Modem, and/or LAN Connections	Service Engineer	• Successful computer self test • Successful test page print	• Self test successful 100% of the time • Print test page to user-designated default printer 99% of the time • Agency personnel perform test of connectivity to LAN and/or remote communications devices within 1 hour of successful self test

Figure C.14-3. Service Level Metric Measurement for Installation.

C.14.4 Training Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
	Training			
1	End-user Training in Classroom	Trainer	Training evaluation	• 85% "satisfactory" or above rating 90% of the time on trainer-administered post-training evaluation
2	IT Technical Staff Training	Trainer	Training evaluation	• 85% "satisfactory" or above rating 90% of the time on trainer-administered post-training evaluation
3	Customized Training Material	Trainer	Acceptance by agency POC	• Acceptance without change requirements 80% of the time • Acceptance with minor change requirements 15% of the time
4	Classroom Instructor for COV Facility	Trainer	Training evaluation	• 85% "satisfactory" or above rating 90% of the time on trainer-administered post-training evaluation
5	User Orientation	Service Engineer	Completion of orientation	• Orientation completed at time of installation 99% of the time unless user declines
6	Server Administrator Orientation	Service Engineer	Completion of orientation	• Orientation completed at time of server installation 99% of the time unless administrator declines

Figure C.14-4. Service Level Metric Measurement for Training.

C.14.5 Support Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
			Support	
1	Assume Warranty	Asset Manager	Notification to OEM of assumed warranty	• Complete assumption of warranty within 30 calendar days after Ordering document award 90% of the time
2	Hardware Break-fix	Service Engineer	Asset back in service	• Asset back in service within service level requirements 98% of the time • "Satisfactory" or better rating from 90% of responding asset users on postcard satisfaction survey
3	Software Break-fix	Customer Service Agent	Asset back in service	• Asset back in service within service level requirements 98% of the time
4	Customer Service Center	Customer Service Agent	Problems solved	• 80% of problems solved on initial call • 99% of problems solved within service level requirement
5	Staff Augmentation	Task Order Manager	Staff availability	• 98% of augmentees on site within specified time frame
6	Incidental T&M	Task Order Manager	Service/product supplied	• 98% of service or products ordered provided on time

Figure C.14-5. Service Level Metric Measurement for Support.

C.14.6 Management Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
			Management	
1	Inventory Management	Asset Manager	Submission of monthly inventory report	• Inventory conducted monthly • Inventory accuracy at least 95% based on valid statistical sample
2	Moves, Additions, Changes	Service Engineer	Successful move, addition, or change	• Completed within 5 days of agency request 98% of the time
3	Technology Refreshment	Technology Services Manager	Completion of technology refreshment	• Refreshment completed within 15 working days of agreed-upon start date
4	Server Management	Server Administrator	Asset availability	• Server available at least 95% in any 48- hour period

Figure C.14-6. Service Level Metric Measurement for SMS Management.

C.14.7 Disposal Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
			Disposal	
1	Disposal of DynCorp Assets	Asset Manager	Removal of assets	• Assets removed within 16 days after end of period
2	Disposal of COV-owned Surplus	Asset Manager	Disposal of assets	• COV assets disposed according to COV Agency Procurement and Surplus Property Manual 95% of the time
3	De-installation of Equipment	Service Engineer	Equipment de-installed	• Equipment de-installed within 15 days after end of period

Figure C.14-7. Service Level Metric Measurement for Disposal.

C.14.8 Ordering Document Management Service Levels

	CATEGORY	RESPONSIBLE PERSON	MEASUREMENT	DYNCORP TEAM TARGETS & LIMITS
	Ordering Document Management			
1	Provide Monthly Report	Delivery Order Manager	Monthly report submitted	• Submit monthly report in agency-approved format NLT 10th day of month
				•
				•
4	Initial Failure Rate	Delivery Order Manager	Quarterly statistics submitted	• Submit report to agency as part of monthly report

Figure C.14-8. Service Level Metric Measurement for Ordering Document Management.

APPENDIX D - ROLES AND RESPONSIBILITIES

In this chapter, look for …

D.1 DynCorp

D.2 Office of Seat Management

D.3 Department of Information Technology, Acquisition Services Division

D.4 Ordering Agencies and Other Authorized Users

D.1 **DynCorp.** As the prime contractor, DynCorp has overall responsibility for performance of the contract and management of the subcontractors. We provide the primary point of contact with the Commonwealth and are responsible for meeting all deliverable schedules, performing contract-related work in accordance with service levels, and providing contractual reports. DynCorp will comply with the terms of the COV SMS contract as well as all laws, ordinances, and state regulations covering work of this nature.

D.2 **Office of Seat Management, Department of Technology Planning.**

- **SMS Master Contracts administration**

D.3 **Department of Information Technology, Acqusition Services Division (DIT/ASD).** DIT/ASD has responsibility for the following:

- SMSCOV Standards

- SMS Master Contract Modifications

- Formulating policies, standards, and specifications for telecommunications services

- Analyzing and approving all procurements of interconnective telecommunications equipment and goods

- Reviewing and approving all agreements and contracts for communications services prior to execution between a COV agency and another public or private agency

- Developing and administering a system to monitor and evaluate executed contracts and billing and collection systems

- Establishing performance-based specifications on behalf of agencies and institutions should they elect to procure peripheral equipment pursuant to any type of blanket purchasing arrangement

D.4 **Ordering Agencies and Other Authorized Users.** An agency may issue a purchase order in any amount, within the limitations imposed by the contract, for any item or service available on the contract that is authorized for use by that agency as established by DIT.

When ordering under this contract, agencies are responsible for the following:

- Receiving the equipment at the user location

- Making the site available and preparing for installation

- Ensuring the functionality of communication links and network connections

- Identifying points of contact for IT/MIS and contractual personnel

- Providing monthly rolling forecasts

- Supplying asset inventory information upon order placement

- Providing required information or materials for specific orders

- Preparing LAN/WAN scripts for network connections

- Performing acceptance testing

- Reporting break-fix and software bug fix issues

- Opening all trouble calls

- Distributing electronic software, patches, fixes, and updates, if the DynCorp team does not provide network management services

- Identifying assets to be replaced

- Disposing of agency-owned assets in accordance with COV surplus property regulations

- Providing appropriate packing materials and boxes for disposal of old assets, if necessary

APPENDIX E – PRODUCT DEMONSTRATIONS

In this chapter, look for …

E.1 DynCorp Technology Showcases

E.2 Support of DIT Trade Shows

E.3 Gateway Country Stores

E.4 Samples and Premiums

E.5 Visits to Agencies

E.1 **DynCorp Technology Showcases.** DynCorp's Technology Showcases provide a permanent forum for promoting proven and cutting-edge information technology to COV agencies. Our current showcase (in Washington, D.C.) offers easy access to agencies in the Northern Virginia area. Planned showcases include one in Richmond, with opening planned 6 months after contract award, and possibly one in Southwest Virginia, if warranted by demand.

E.2 **Support of DIT Trade Shows.** The DynCorp team will support DIT efforts to encourage agencies to participate in the COV seat management program. We will support regional trade shows by presenting IT products and services that may be of interest to the Commonwealth agencies.

E.3 **Gateway Country Stores.** As part of the service offered to COV SMS clients, the DynCorp team will have the standard desktop, portable, and server configurations available for hands on demonstration at each of the 10 Gateway Country stores within the Commonwealth. Agency/educational unit management and users can inspect and use these products at each store. Gateway personnel will be on hand to provide information on the products as well as how to obtain COV SMS products and services. The locations of the Gateway Country Stores are:

- Charlottesville: 218 Abermarle Square

- Fairfax: 11060 Lee Highway

- Fredricksburg: 12101 Amos Lane, Suite 100

- Glen Allen: 10801 West Broad St., Suites 18-22

- Newport News: 12249 Jefferson

- Richmond: 11350 Midlothian Turnpike

- Roanoke: 4750-40 Valley View Blvd.

- Springfield: 7208 Old Keene Mill Road

- Virginia Beach: 4725 Virginia Beach Blvd.

- Woodbridge: 2910 Prince William Parkway

To obtain directions to the Gateway Country Store of your choice, go to:

www.gateway.com/about/country/storelocator.shtml

At that web site, point and click on Virginia in the U.S. map. A list of stores, directions, and phone numbers will appear.

E.4   **Samples and Premiums.** In connection with performance of this contract, the DynCorp team may provide low cost items (such as mouse pads) to agencies. These will be considered samples or premiums and need not be returned to DynCorp.

E.5   **Visits to Agencies.** DynCorp will coordinate with DIT to schedule visits to government agencies and educational institutions across Virginia that would benefit from COV Seat Management Services. DIT will assist and guide DynCorp in the effort to inform agencies and educational institutions on how the program works, who can participate, and available product and services offerings, and to discuss agency-specific technology needs.

APPENDIX F - REPORTING AND DELIVERABLES

In this Appendix, look for …

F.1   Inventory Report

F.2   Meetings

F.3   Small, Women-Owned, and Minority-Owned Businesses Report

DynCorp views customer contact and reporting as the keys to providing, analyzing, and ensuring customer satisfaction. We focus on clear, regular, and straightforward communications with our customers. We will use web-based, electronic reporting to ensure that COV customers have easy and timely access to the performance measurements and details that indicate our success in serving our customer base.

To expedite service to our COV customers, we will provide access to COV SMS information through the COV SMS Extranet home page template shown in **Figure F-1**. The highlighted buttons depict available information sources. Within 60 days of contract award, we will have the home page fully operational, with links to supporting data, relevant systems, and databases to provide a fully functional program information and communication source for our customers.

*Upon approval for Digital Signature Pilot

COV-030
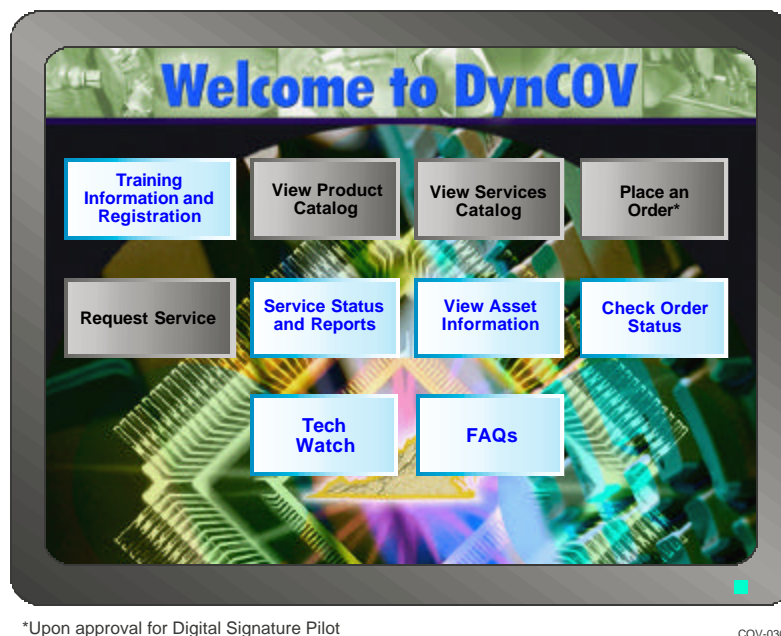
Figure F-1. DynCorp Team DyuCOV SMS Web Home Page.

Quantifiable performance metrics will be available online through our proprietary Integrated Seat Management System (ISMS), which is currently and effectively supporting the HUD OIG GSA Seat Management task order. ISMS is a management information system designed to integrate data from numerous sources and disparate

locations and to provide electronic access to this data for DynCorp and our customers. Using ISMS, individuals will be able to perform real-time system queries through their desktop Extranet connection on the COV SMS web page.

Figure F-2 depicts the ISMS interface and functionality available to our customers.
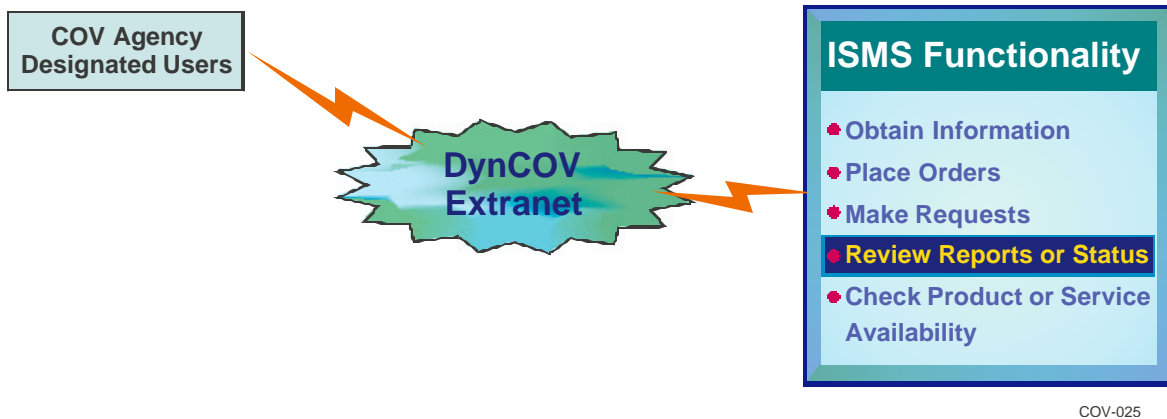

COV-025

Figure F-2. ISMS Functionality.

Information-retrieval features available on the web to designated COV users include the ability to access the following reports and information:

- Check training schedules and review course requirements and prerequisites

- Monitor order status

- Perform ad hoc queries to track DynCorp team service performance levels against predefined Service Level Agreements

- Review Service Level/User Satisfaction Reports

- Query the Asset Management database and review Monthly Inventory Reports

- Review *DynCOV Tech Watch*—IT industry news concerning technological advances relevant to COV SMS products

- Access Frequently Asked Questions (FAQs)

The DynCorp team will support the Commonwealth's initiatives to use electronic signature technology to support a robust web-enabled government. Until this technology is implemented by COV, users will be able to use the Internet to enter an order and then follow up by sending or faxing a signed copy of the order.

Alternatively, agency personnel may call a Customer Service Center toll-free number to do such things as request information, report a problem, inquire about an order, place or change an order, request training information, or enroll in a training class. Many reports can also be produced in hard or soft copy, if requested by an agency.

F.1   **Inventory Report.** DynCorp will furnish contractor-provided seat asset inventory online and searchable in database format through the web interface. If requested by an agency, we will deliver the asset inventory on CD, also providing an automatic search capability.

The monthly inventory report will describe each desktop, portable, and server computer configuration installed by the contractor. The monthly inventory report will contain the following information:

- Agency

- Tag ID

- Installation date

- Technical refresh date

- Brand name

- SMS configuration type

- Contractor-installed software

- Manufacturer

- Model and serial numbers

- User name and telephone number

- Specific location (including street address and city, room or office number, and desk number)

Should the DynCorp team assume responsibility for agency-owned assets, those assets will be included in a separate, searchable format, to include the following fields:

- Customer owned

- Tag number

- Brand name

- Manufacturer

- Model and serial number

- User name and telephone number

- Specific location (including street address and city, room or office number, and desk number)

All of the above information may not be obtainable, depending on the agency's records and the DynCorp team's level of support (e.g., whether the agency orders a physical inventory of existing assets).

F.2 **Meetings.** DynCorp will schedule meetings—either on-site or using video teleconferencing, if feasible—to provide information and ensure that all of COV's needs and concerns are being met. Meetings will also provide a platform for open communication and help promote a working relationship and partnership between DynCorp and the Commonwealth. **Figure F-3** lists proposed DynCorp team/COV meetings.

MEETINGS WITH COMMONWEALTH DIT			
MEETING	SCHEDULE	ATTENDEES	PURPOSE
Kickoff Meeting	Following Contract Award	• DIT Contracts Manager • DIT PM • DIT Key Personnel • DynCorp President, State and Local Government • DynCorp PM • DynCorp Key Personnel	• Introduce program • Introduce participants • Discuss procedures
Contracts Manager Meeting	Quarterly	• DIT Contracts Manager or Representative • DIT Representatives • DynCorp PM • DynCorp Business Manager	• Discuss items of concern to DIT or DynCorp team related to SMS • Review current technology trends and discuss refreshment issues • Discuss SLA status • Discuss fee evaluation • Discuss customer satisfaction goals and performance • Propose and discuss catalog updates
COV Seat Management Oversight Committee	Quarterly	• DIT Representatives • DynCorp President, State and Local Government • DynCorp Team Representatives	• Focus on technological developments and make recommendations • Facilitate strategic planning and technology insertion • Discuss major, unresolved problems
Program Review	Semi-Annually	• DIT COTR • DIT PM • DIT Key Personnel • DynCorp PM • DynCorp Key Personnel	• Discuss agency rolling forecasts • Plan work • Plan technology upgrades • Discuss needs and concerns • Discuss previous month's performance • Review status of current action items/corrective actions • Review technology trends
Ordering document Kickoff Meeting	Following DO Award	• Agency Head • Agency MIS Lead • Agency Representatives • DynCorp PM • DynCorp DO Manager • Appropriate Focus Team Members	• Introduce program, participants, and procedures • Discuss agency expectations • Evaluate needs and concerns • Discuss available technology and applications
DO Status Meeting	Monthly	• Agency IT/MIS Lead POC • Agency Representatives • DynCorp DO Manager • DynCorp Operations Manager • Appropriate DynCorp Managers	• Discuss DO status (cost, schedule, quality) • Discuss SLA status • List required corrections • Review and assign action items • Discuss technical innovations

Figure F-3. Standard DynCorp/COV Meetings.

Meetings will be held at agencies' respective locations or using video teleconferencing, if feasible and appropriate. DynCorp advocates an environment of open and informal interchange that promotes exchange of ideas with our customers and immediate resolution of concerns before they escalate. We pride ourselves on being available to our customers when we are needed. We maintain customer contact through e-mail, fax, phone, video teleconferencing, and face-to-face meetings.

DynCorp understands that we cannot change any contractual service offering without COV's written contract modification to reflect the new service offering and price.

F.3   **Small, Women-Owned, and Minority-Owned Businesses Report.** DynCorp will report annually on the participation of small, women-owned, and minority-owned businesses. We will submit data concerning the following:

- Ownership

- Utilization of small, women-, and minority-owned businesses for the most recent 12 months

- Planned involvement of small, women-, and minority-owned businesses

Section 14 presents our approach to small, women-, and minority-owned business participation, and presents a list of those businesses committed to providing support on this contract. We expect to add more small, women-, and minority-owned businesses to our team as the contract evolves.